

Addressing Stale Connections: No Active Sessions Detected

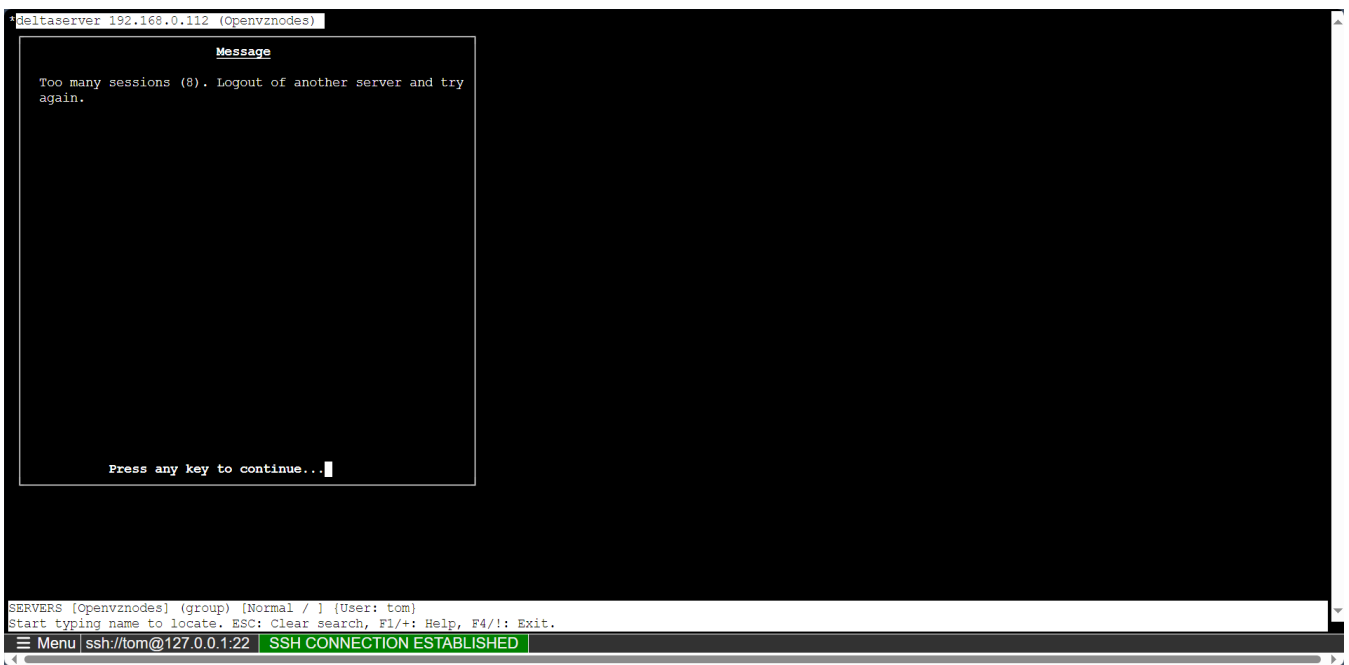
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Addressing Stale Connections: No Active Sessions Detected

Overview: This article describes an error where a user is reported to have too many connections, even though they are not actively connected.

The Error would state that the user has too many connections, but the user is not connected to any remote servers.

- This error will occur if **MCRL**(Maximum Concurrent Remote Login) is enabled and you close the terminal without logging out properly.



- To resolve this, you can remove the sessions via the GUI by navigating to Users > Server Activity. Select the user with logs that show the status 'Success: Login', and Delete it.

The screenshot displays the Ezeelogin administration interface. On the left, a navigation menu includes 'Servers', 'Web Portals', 'Users', 'User Groups', 'Authentication Log', 'SSH Log', 'RDP Recording', 'SCP Log', 'Web Proxy Log', 'Web Proxy Activity', 'Web Activity', 'Shell Activity', 'Server Activity', 'Work Summary', and 'Status'. The 'Server Activity' option is highlighted. The main content area shows a search filter for 'User: tom' and a date range from '2024-08-07 14:07' to '2024-08-09 14:07'. Below the search filters is a table titled 'Server Activity Logs' with columns: Username, Server Name, Status, Reason, Login Time, Logout Time, Input Idle Time, Output Idle Time, and Actions. The table contains 8 rows of successful login records for user 'tom' on server 'deltaserver'. A green box highlights the first row of the table.

Username	Server Name	Status	Reason	Login Time	Logout Time	Input Idle Time	Output Idle Time	Actions
tom	deltaserver	SUCCESS	login	2024-08-08 14:03:00	2024-08-08 14:03:00	0s	0s	[icon]
tom	deltaserver	SUCCESS	login	2024-08-08 14:02:27	2024-08-08 14:02:57	30s	30s	[icon]
tom	deltaserver	SUCCESS	login	2024-08-08 13:29:44	2024-08-08 13:29:44	0s	0s	[icon]
tom	deltaserver	SUCCESS	login	2024-08-08 13:30:29	2024-08-08 13:30:29	0s	0s	[icon]
tom	deltaserver	SUCCESS	login	2024-08-08 13:30:40	2024-08-08 13:30:40	0s	0s	[icon]
tom	deltaserver	SUCCESS	login	2024-08-08 13:31:01	2024-08-08 13:31:02	0s	0s	[icon]
tom	deltaserver	SUCCESS	login	2024-08-08 14:03:16	2024-08-08 14:03:16	0s	0s	[icon]
tom	deltaserver	SUCCESS	login	2024-08-08 14:04:16	2024-08-08 14:04:17	0s	0s	[icon]

- Later log into ezsh shell and try again.

This feature is available from **Ezeelogin version 7.38.0**. To update your existing Ezeelogin to the latest version, refer to the [article](#).

The superadmin user (user created at the time of Ezeelogin installation) is not affected by MCRL.

Glossary: **MCRL**(Maximum Concurrent Remote Login).

Related Articles:

[Manage Concurrent SSH sessions.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/addressing-stale-connections-no-active-sessions-detected-730.html>