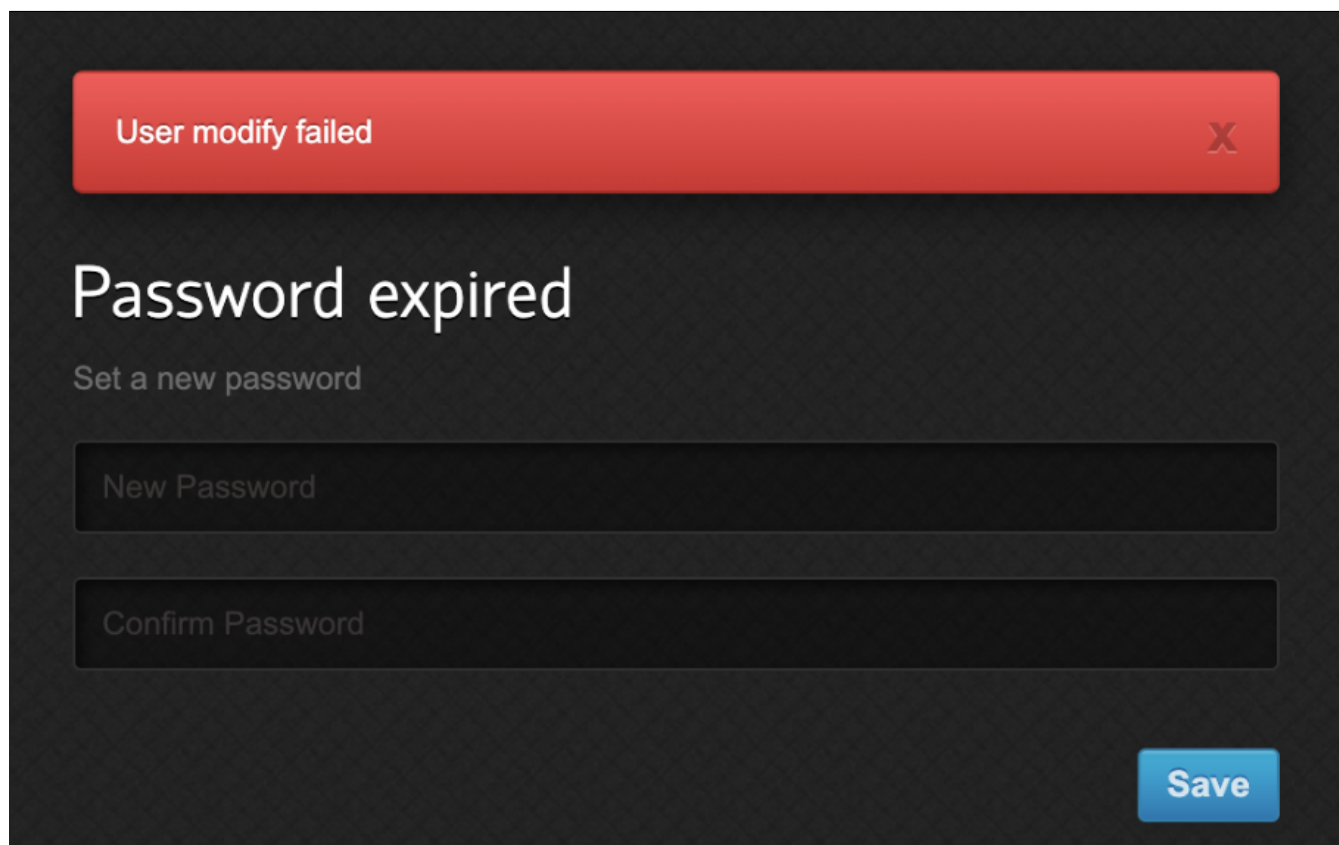# Error: User Modification Failed During Password Reset After Expiry

746 Rakhi October 9, 2024 [Common Errors & Troubleshooting](#) 550

Error: User modification failed while attempting to reset the password after expiry

To troubleshoot the error when attempting to reset user password after [expiry](#) in Ezeelogin, follow these steps:

Step 1: Enable Detailed Logging

To capture detailed [error](#) messages, append "log_level trace" to the Ezeelogin configuration file using the following command:

```
root@jumpserver:#  echo "log_level trace" >>
```

```
/usr/local/etc/ezlogin/ez.conf
```

Step 2: Reproduce the Error and Check Logs

Generate the error again, and then check the application logs using the command below:

```
root@jumpserver:# (cd $(awk '/^system_folder/ {print $2}'
/usr/local/etc/ezlogin/ez.conf)/application/logs/ && tail -f $(ls
-t log-*.php | head -n 1))
```

Common Errors and References

From the modification error node: REMOTE HOST IDENTIFICATION HAS

Error: Failed to reach Add User, refer to the following article for guidance: User Authentication, SSH Authentication Error, Cannot Modify Failed: Authentication by

Based on the issues based on the logs and references, you can attempt to reset the password again.

Related Articles:

[Reset the super admin password from old customer portal.](#)

[Reset the super admin password from new customer portal.](#)

[Reset Gateway user password.](#)