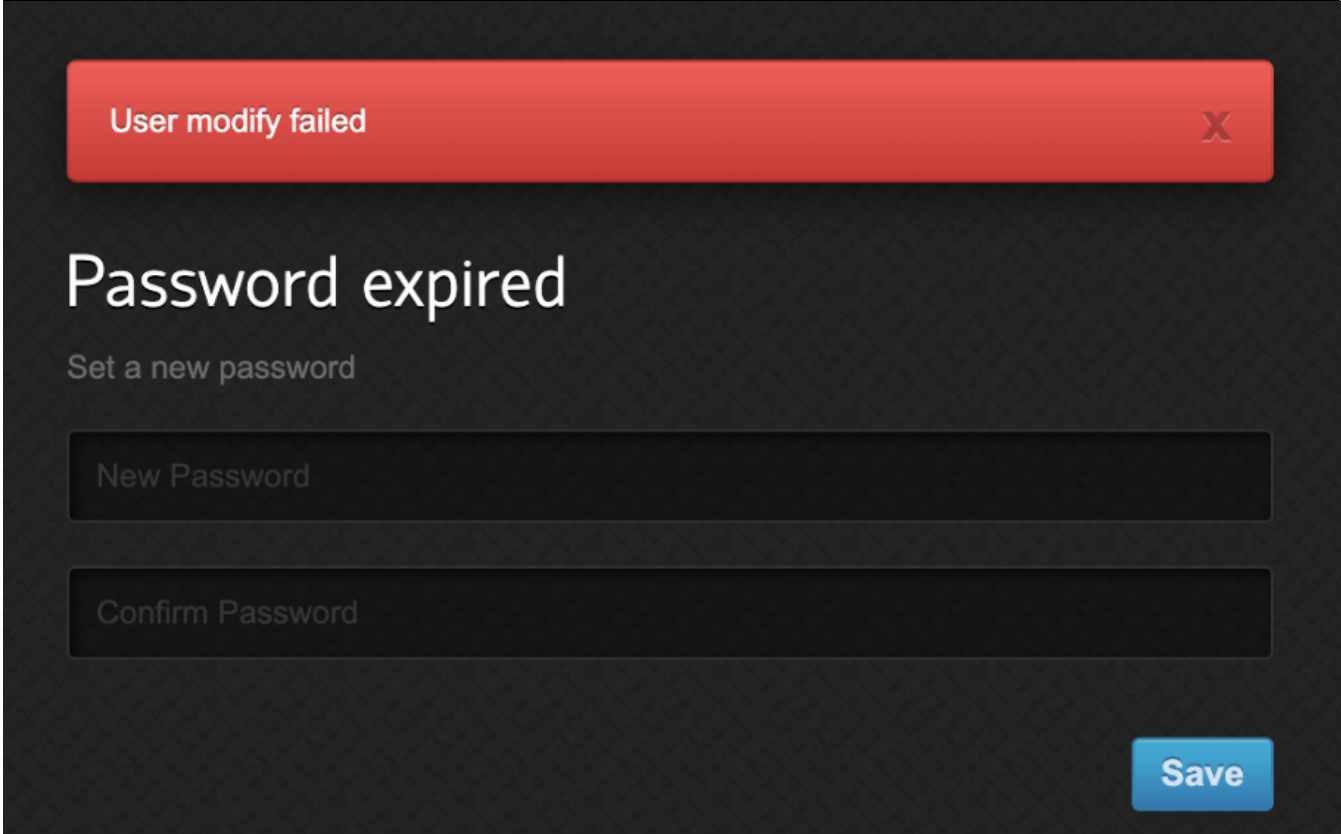


Error: User Modification Failed During Password Reset After Expiry

746 Rakhi October 9, 2024 [Common Errors & Troubleshooting](#) 277

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



The screenshot shows a dark-themed user interface. At the top, there is a red error banner with the text "User modify failed" and a close button (X). Below the banner, the text "Password expired" is displayed in a large white font. Underneath, it says "Set a new password". There are two input fields: "New Password" and "Confirm Password". A blue "Save" button is located at the bottom right of the form.

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

For more information, please refer to the following article for guidance: [User Modification Failed During Password Reset](#). You can also refer to the log and references. You can also refer to the following article for more information: [Remote Host Identification Has Failed](#).

Related Articles:

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

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

[Reset Gateway user password.](#)

Online URL:

<https://www.ezeelogin.com/kb/article/error-user-modification-failed-during-password-reset-after-expiry-746.html>