Perfect — that confirms it:  
The file /var/cpanel/suspended/digitals still exists, which means **the system considers the account suspended**, even though WHM doesn't show it.

**✅ Here's Exactly What You Need to Do**

**🧹 1. Delete the Suspension Lock File**

Run this:

rm -f /var/cpanel/suspended/digitals

**🔄 2. Rebuild the User System State**

Now run these to refresh user configs and domains:

/scripts/updateuserdomains

/scripts/rebuildusers

**🚫 3. (Optional but Recommended) Re-run Unsuspend Command**

Even though it previously said not suspended, run again to be safe:

/scripts/unsuspendacct digitals

It should now complete without errors or say again that it's already unsuspended.

**🔁 4. Try Password Change Again in WHM**

Go back to WHM and try changing the password — it should now work without the suspension warning.

**🔚 5. Re-sync in Upmind**

To make sure the correct status reflects:

* Open the client's service in Upmind.
* Click **“Sync status”** or similar (depending on your Upmind setup).
* Confirm it no longer shows as suspended.

Let me know if you'd like help writing a status update or explanation to the client — or if the password change still doesn't work after this.

Thanks for sharing that output — it confirms that:

🛠️ **WHM *thinks* the account isn't suspended**, but the system is still enforcing suspension logic (like blocking password changes).

This is a **classic case of a "ghost suspension"**, often caused by leftover flags or incomplete unsuspension via a third-party panel like Upmind.

**✅ Here's What to Do Next (Root SSH Fix):**

**🔍 1. Check for the Suspension Lock File**

Run this:

ls -l /var/cpanel/suspended/

If you see a file like:

/var/cpanel/suspended/digitals

That means the suspension **lock still exists**, even though WHM GUI says otherwise.

**🧹 2. Manually Remove the Lock File**

If it exists, delete it:

rm -f /var/cpanel/suspended/digitals

Then **rebuild the user configurations**:

/scripts/updateuserdomains

/scripts/rebuildusers

**🔄 3. Manually Unsuspend Again (to Reset Flags)**

Now run:

/scripts/unsuspendacct digitals

Even though it claimed earlier it wasn't suspended, this will now re-trigger cleanup logic properly.

**🔁 4. Retry Password Change in WHM**

Go back to WHM and try changing the password again.

**🔚 Final Step: Sync in Upmind**

* Go to the client’s service in Upmind.
* Run **"Recheck status"** or **"Sync with server"** to pull the corrected state.

**🧠 Why This Fix Works**

Upmind or WHM GUI might "visually" mark an account as unsuspended but leave the underlying system lock file behind. That lock file enforces suspension behavior (like blocking password changes), even if all UIs say otherwise.

Let me know what you see when you run ls -l /var/cpanel/suspended/ and I can guide you more precisely.