Suspending and unsuspending users

In this article

If a user leaves or moves to a different part of the company, you should remove or modify their ability to access your GitHub Enterprise Server instance.

If employees leave the company, you can suspend their GitHub Enterprise Server accounts to open up user licenses in your GitHub Enterprise license while preserving the issues, comments, repositories, gists, and other data they created. Suspended users cannot sign into your instance, nor can they push or pull code.

When you suspend a user, the change takes effect immediately with no notification to the user. If the user attempts to pull or push to a repository, they'll receive this error:

```
$ git clone git@[hostname]:john-doe/test-repo.git
Cloning into 'test-repo'...
ERROR: Your account is suspended. Please check with your installation administrator
fatal: The remote end hung up unexpectedly
```

Before suspending site administrators, you must demote them to regular users. For more information, see "Promoting or demoting a site administrator."

> **Note:** If LDAP Sync is enabled for your GitHub Enterprise Server instance, users are automatically suspended when they're removed from the LDAP directory server. When LDAP Sync is enabled for your instance, normal user suspension methods are disabled.

Suspending a user from the user admin dashboard 🔗

1. From an administrative account on GitHub Enterprise Server, in the upper-right corner of any page, click 🚀.

2. If you're not already on the "Site admin" page, in the upper-left corner, click **Site admin**.

3. Under "Search users, organizations, teams, repositories, gists, and applications", type the name of the user in the text field.

4. To the right of text field, click **Search**.

> ○ If an exact account name match isn't found, under "Search results – Accounts", in the "Fuzzy matches" section, click the name of the user you want to manage.

5. Review the user details in the site admin page to confirm you have identified the correct user.

6. In the upper-right corner of the page, click ⚙ **Admin**.

7. Under "Account suspension," in the "Danger Zone" section, click **Suspend**.

8. In the "Log reason" field, type a reason to suspend the user.

9. Click **Suspend**.

Unsuspending a user from the user admin dashboard 🔗

As when suspending a user, unsuspending a user takes effect immediately. The user will not be notified.

1. From an administrative account on GitHub Enterprise Server, in the upper-right corner of any page, click 🚀.

2. If you're not already on the "Site admin" page, in the upper-left corner, click **Site admin**.

3. In the left sidebar, click **Suspended users**.

4. Click the name of the user account that you would like to unsuspend.

5. In the upper-right corner of the page, click ⚙ **Admin**.

6. Under "Account suspension," in the "Danger Zone" section, click **Unsuspend**.

7. In the "Log reason" field, type a reason to unsuspend the user.

8. Click **Unsuspend.**

Suspending a user from the command line 🔗

1. SSH into your GitHub Enterprise Server instance. If your instance comprises multiple nodes, for example if high availability or geo-replication are configured, SSH into the primary node. If you use a cluster, you can SSH into any node. For more information about SSH access, see "[Accessing the administrative shell (SSH)](#)."
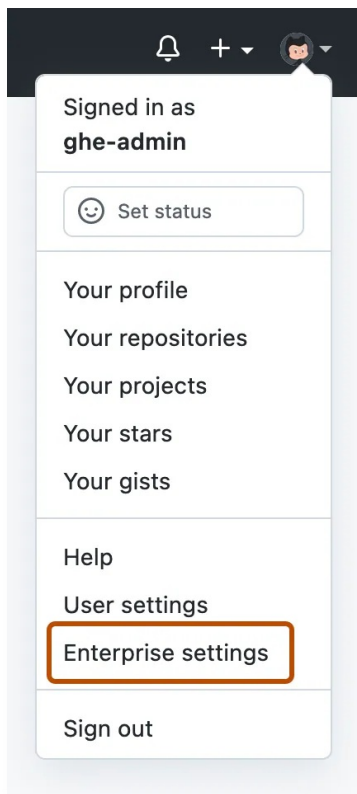
   ```
   $ ssh -p 122 admin@HOSTNAME
   ```

2. Run [ghe-user-suspend](#) with the username to suspend.

   ```
   $ ghe-user-suspend USERNAME
   ```

Creating a custom message for suspended users 🔗

You can create a custom message that suspended users will see when attempting to sign in.

1. In the top-right corner of GitHub Enterprise Server, click your profile photo, then click **Enterprise settings**.

2. In the enterprise account sidebar, click ⚙ **Settings**.

3. Under ⚙ **Settings**, click **Messages**.

4. To the right of "Suspended user page", click **Add message**.
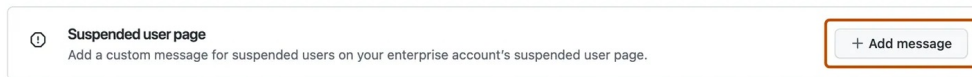
5. In the "Suspend user message" field, type your message. You can type Markdown, or use the Markdown toolbar to style your message.

6. To see the rendered message, click **Preview**.

7. At the bottom of the page, click **Save changes**.

Unsuspending a user from the command line 🔗

1. SSH into your GitHub Enterprise Server instance. If your instance comprises multiple nodes, for example if high availability or geo-replication are configured, SSH into the primary node. If you use a cluster, you can SSH into any node. For more information about SSH access, see "[Accessing the administrative shell (SSH)](#)."

```
$ ssh -p 122 admin@HOSTNAME
```

2. Run [ghe-user-unsuspend](#) with the username to unsuspend.

```
$ ghe-user-unsuspend USERNAME
```

Further reading 🔗

- "[GitHub Enterprise administration](#)"

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