How to disable 2FA for a SuperAdmin account

As of version 6.0, Syncplify Server! supports multiple SuperAdmin accounts, and it also supports 2FA for these accounts via Google Authenticator. But what if you have enabled 2FA on your SuperAdmin, and your out-of-band device (phone, tablet) where your Google Authenticator runs becomes unusable? No worries, we got you covered.

Method #1: have another SuperAdmin disable it for you

The easiest and cleanest way to disable 2FA for a SuperAdmin account is to **have a different SuperAdmin account** edit it and simply switch 2FA off. After all this is one of the reasons why (as of version 6.0) we added the ability to have multiple SuperAdmins.

Method #2: disable a SuperAdmin's 2FA from the command-line

If you are an administrator/sudoer of the operating system where our software is installed, and you have console/terminal access to it, you can in fact disable 2FA for a SuperAdmin account via command line.

Open a terminal shell (cmd.exe, PowerShell, bash, zsh, ...), then change directory to the folder where the Syncplify Server! executables are located (`C:\Program Files\Syncplify Serever!` on Windows, or `/opt/Syncplify/ServerV6/bin` on Linux) and type in the following command.

On Windows (**as Administrator**):

```
.\ss6-webrest.exe disable2fa -s your_superadmin_account
```

On Linux:

```
sudo ./ss6-webrest disable2fa -s your_superadmin_account
```

Thank you! :)

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