

# Locked Account Issues



## Contents

- 1 Overview
- 2 Prerequisites
  - ◆ 2.1 Locked users vary between PINsafe Appliances
  - ◆ 2.2 Maximum login attempts different on Swivel Administration Consoles
  - ◆ 2.3 SQL database query discrepancies

## Overview

A Swivel account can be come locked when the maximum number of login attempts has been exceeded, by the administrator or the user has failed to change their PIN, see also [User-account is locked](#)

## Prerequisites

PINsafe 3.x

### Locked users vary between PINsafe Appliances

Swivel DR/Slave appliances may lock users and as these do not synchronise data they will remain locked on the DR/Slave until they are reset.

When using the Swivel appliance using the MySQL Database it may be possible that the PINsafe servers have become out of synchronisation. See [MySQL Database How To Guide](#)

### Maximum login attempts different on Swivel Administration Consoles

If the maximum number of failed log attempts is set to a different number on each instance of PINsafe connecting to the same database, you will get different status results for the same underlying data held in the database.

### SQL database query discrepancies

Locked user list shows some users as not locked

The locked user count will report not only those that are flagged as locked but those accounts that have more than the number of failed authentications. When the user who has exceeded the maximum login attempts but whose account is not marked locked, next tries to login, the account will be marked as locked.