# Resolving Repeated Lockout Issues

Wednesday, March 16, 2016   9:11 PM

When unlocking an account for a user, we should be checking with them if this is the first occurrence within recent memory or if it is a repetitive issue. If a repetitive issue then we should be following the process below.

1. Check Credential manager under the control panel. This can be accessed by clicking on the start menu-> Control Panel then clicking Credential Manager. You may need to change the view by option from category to large icons.
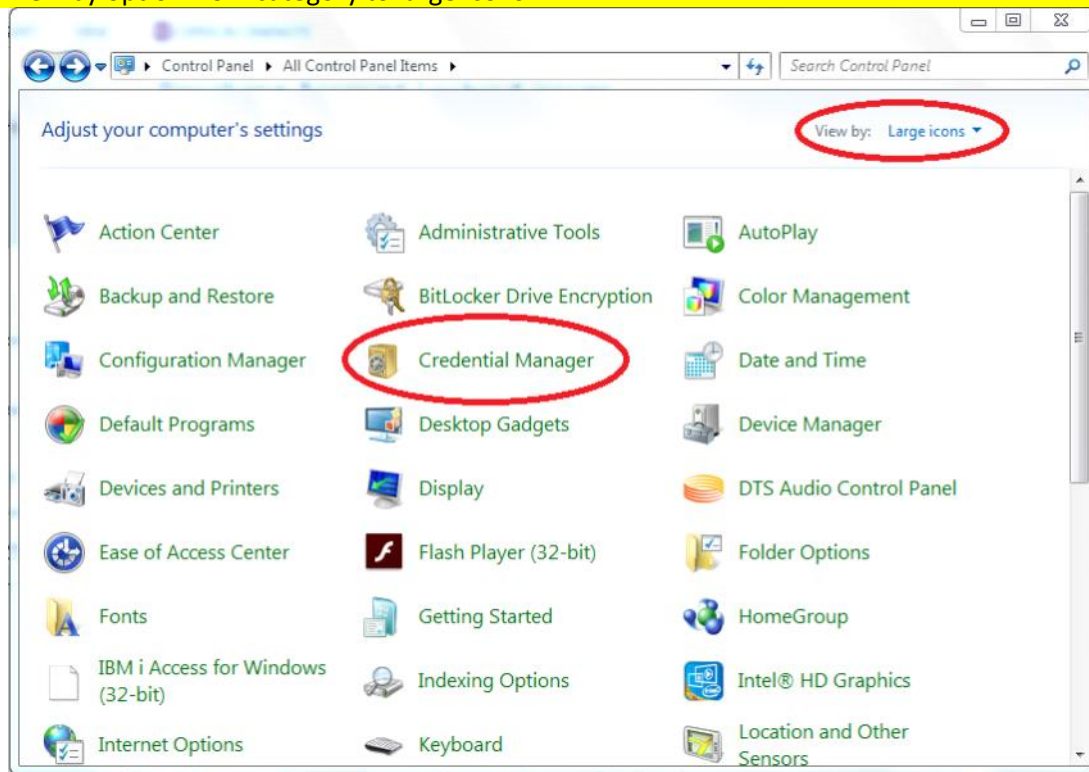
2. Verify if there is a saved password related to outlook or anything related to Berkadia network credentials. Unless there are special circumstances we should not be saving any network passwords.

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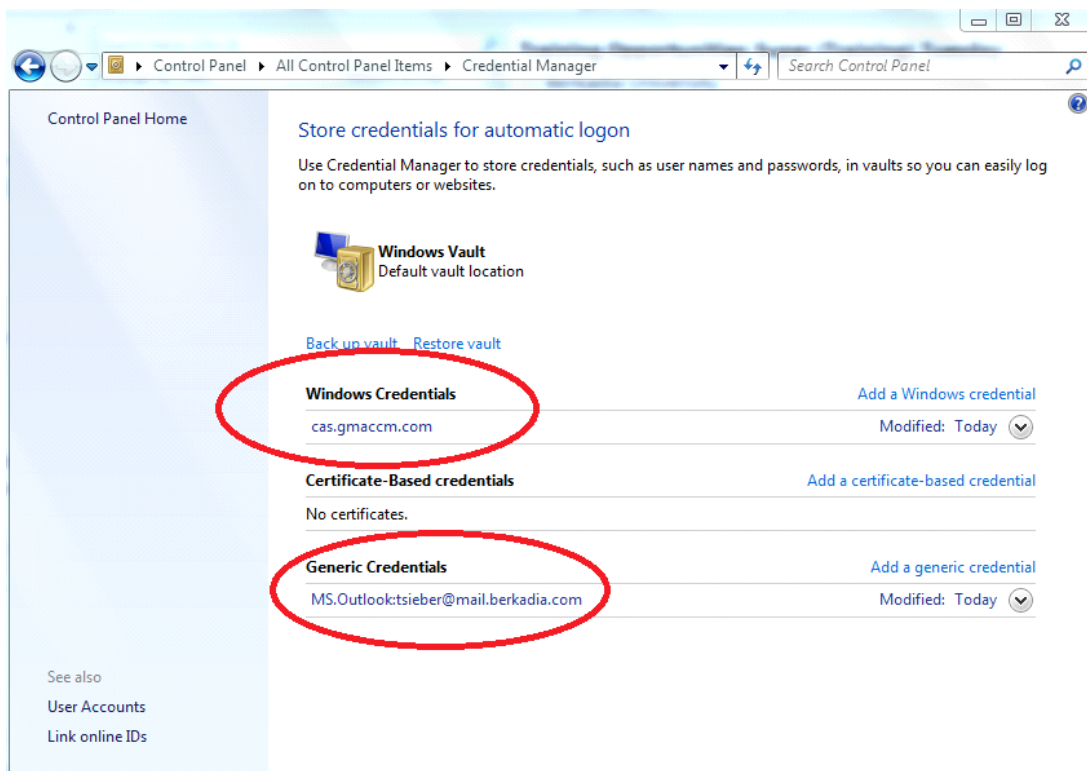
3. Select each saved item by clicking on it and select remove from vault.

We should also be making an effort to check the Account Lockout Report and Preauthentication Failure logs. They can be viewed here: https://pa508evtadm03.gmaccm.com/Helpdesk/ These logs can help identify a potential issue with perhaps a PC that someone forgot to log out of or identify if some old saved credentials are causing a problem.

When checking these logs, and using Internet Explorer to do so, the fastest way to search for logs on a particular username is to click Edit-> Find on this page. This will highlight any items that match your search.

| GMACCM\tsieber | 172.18.2.221 | PADC1DCCM2.gmaccm.com | Bad Password |
| GMACCM\tsieber | 172.20.3.221 | pahortsieber.gmaccm.com | Bad Password |

Method 2:

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rundll32.exe keymgr.dll,KRShowKeyMgr
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From <https://security.stackexchange.com/questions/15574/how-do-i-clear-cached-credentials-from-my-windows-profile>