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Security

How to unlock a locked user from the command line

How to unlock a locked user from the command line

After ten failed login attempts a user gets in a locked state.

To unlock a locked user:

1. SSH into your GitLab server.
2. Start a Ruby on Rails console:

```
## For Omnibus GitLab
sudo gitlab-rails console -e production

## For installations from source
sudo -u git -H bundle exec rails console -e production
```

3. Find the user to unlock. You can search by email or ID.

```
user = User.find_by(email: 'admin@local.host')
```

or

```
user = User.where(id: 1).first
```

4. Unlock the user:

```
user.unlock_access!
```

5. Exit the console with `Ctrl + d`

The user should now be able to log in.

?

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6/7/2020, 5:10 pm



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