

Frequent Lockout Issue

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Steps to troubleshoot Frequent Account Locked out issue

Go to AD locked out tools:

Check how many sites are locked outIf more than 2 sites have 5 bad password countsThat might be a case, it is because of FMC Nickel WiFi Network

Ask user security Q/A present in UIDMS

Verify and unlock the accountCheck if user is able to access everything now or not

"If user reports that it is a frequent issue"

Go to this link in the browser:

file://adauditpd01/Locked%20User%20Reports/CORP.AD.FMCNA.COM/

Click on "FMCLXlockedOutUsers" linkSelect A date when the user was locked out

Click on "06-00-0-AM/" and then "Click on Recently_Locked_Out_UsersBelow page will come up:

Press the CTRL + F key altogetherA blank field with up and down arrows will come upPut the user ID and click on "Enter" (On Yellow highlighted area)

The red circled shows where are the instances user account have been lockedBy seeing the numbers $\frac{3}{4}$ or in rare cases 3/27 (which means on that day user's account was locked 27 timesIt shows how frustrated a user can be (Please handle with care)

Scenario 1:

If it shows as \\CPAPPPD01 or something like this which means there could be a mobile device or tablet/iPad due to which account is getting locked.

2. Please confirm with user if he/she has ever connected their personal or corporate mobile device to FMC Nickel

:- If Yes, please check whether they have Android or iOS device

For Android:

Go to Settings – WiFiLook for FMC Nickel and click on itClick on "Forget" option to forget this network (It will clear the old password saved on this network)

For iOS Devices:

Go to Tools (Settings) – WiFiClick on “FMC Nickel” or click on blue color “i” buttonClick on “forget This Network” and Turn off “Auto Join”

This will fix the frequent account locked out issue due to a mobile device.

Scenario 2:

If it shows as 1185-BY1K0M2 it means at the clinic “1185” there is a desktop serial number “BY1K0M2” with the Caller IP address: 10.16.88.98

Verify with the user if he/she goes to the same clinic or notIf he/she is at the same clinic please take the remote session of the IP address using “support.fmcna.com” and enter the IP address in

“Jump”Request user to look for the prompt which may come up on any of the computersIf user says I get the computer and if they accepts the prompt then Clear Cache/Cookies, Saved Passwords from all the browsersReboot the system once and it will fix the issue.

This troubleshooting can be done from our side to fix the frequent account locked out issue from our HCL L1-IAM & Helpdesk side.