



Unlocking User Accounts

Virtual Desktop Service

Toby vanRoojen
February 17, 2021

This PDF was generated from https://docs.netapp.com/us-en/virtual-desktop-service/Troubleshooting.unlocking_user_accounts.html on September 12, 2021. Always check docs.netapp.com for the latest.

Table of Contents

- Unlocking User Accounts 1
 - Overview 1
 - Users & Groups Page 1
 - User Detail Page 1

Unlocking User Accounts

Overview

Unlocking a locked account for an End User is a simple process that resolves a moderately common issue that end users report.

After four failed login attempts the User will be locked out. The duration is 30 minutes unless the customer account has password complexity enabled, in which case the lockout can only be performed manually.

The user account can be unlocked from the list of users on the Users & Groups page in the Workspaces or from the User Detail page.

Users & Groups Page

The screenshot displays the 'Users & Groups' page interface. At the top, there's a header with 'Users' on the left and 'Add/Import' and 'Refresh' on the right. Below the header is a search bar containing the text 'toby'. The main content area is a table with the following columns: 'Name', 'Username', 'Status', and 'Connection Status'. The table contains one row for 'Toby van Roojen' with username 'toby.vanroojen...', status 'Available' (indicated by a green dot), and connection status 'Account Locked' (indicated by a red dot). Below the table, there are pagination controls showing '<< < 1 2 > >>'. A context menu is open over the user row, showing 'Unlock' and 'Delete' options. The 'Unlock' option is highlighted, and a tooltip 'Unlock' is visible next to it.

Name ▼	Username	Status	Connection Status
Toby van Roojen	toby.vanroojen...	● Available	● Account Locked

User Detail Page

Toby vanRoojen (toby.vanroojen@ng6demo)

Overview

 Delete User

 Unlock User

User Details

Username

toby.vanroojen

Phone

Email

Login Identifier

ng6demo

Partner

[Demo](#)
[Customers](#)

First Name

Toby

Last Name

vanRoojen

Created By

toby.vanroojen@cloudjumper.net

Created On

11/10/2016
5:30 pm

Status & Connection Details

Connection Status

Account Locked

Status

Available

Copyright Information

Copyright © 2021 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.