

This version of GitHub Enterprise was discontinued on 2023-03-15. No patch releases will be made, even for critical security issues. For better performance, improved security, and new features, [upgrade to the latest version of GitHub Enterprise](#). For help with the upgrade, [contact GitHub Enterprise support](#).

Troubleshooting access to the Management Console

In this article

About problems with Management Console access

Unlocking the Management Console after failed login attempts

Troubleshooting failed connections to the Management Console

You can troubleshoot access problems for the Management Console.

About problems with Management Console access

If you experience problems accessing the Management Console, you can try the following troubleshooting steps.

Unlocking the Management Console after failed login attempts

The Management Console locks after ten failed login attempts are made in the span of ten minutes. You must wait for the login screen to automatically unlock before attempting to log in again. The login screen automatically unlocks as soon as the previous ten minute period contains fewer than ten failed login attempts. The counter resets after a successful login occurs.

To immediately unlock access to the Management Console, use the `ghe-reactivate-admin-login` command via the administrative shell. For more information, see "[Command-line utilities](#)" and "[Accessing the administrative shell \(SSH\)](#)."

Troubleshooting failed connections to the Management Console

If you cannot connect to the Management Console on your GitHub Enterprise Server instance, you can review the following information to troubleshoot the problem.

Error: "Your session has expired" for connections through a load balancer

If you access your GitHub Enterprise Server instance through a load balancer and connections to the Management Console fail with a message that your session has expired, you may need to reconfigure your load balancer. For more information, see

"[Using GitHub Enterprise Server with a load balancer.](#)"

Legal