HCM-F CLI Account Locked

Contents

Introduction

This document describes how to troubleshoot issues related to this error: "Account locked due to xxx failed logins" while accessing the Hosted Collaboration Mediation Fulfilment (HCM-F) Command Line Interface (CLI) .

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Host Collaboration Solution (HCS)
- HCM-F version 10 and above

Components Used

- The information in this document is based on Hosted Collaboration Mediation Fulfilment version HCM-F 11.5.4 10000-2

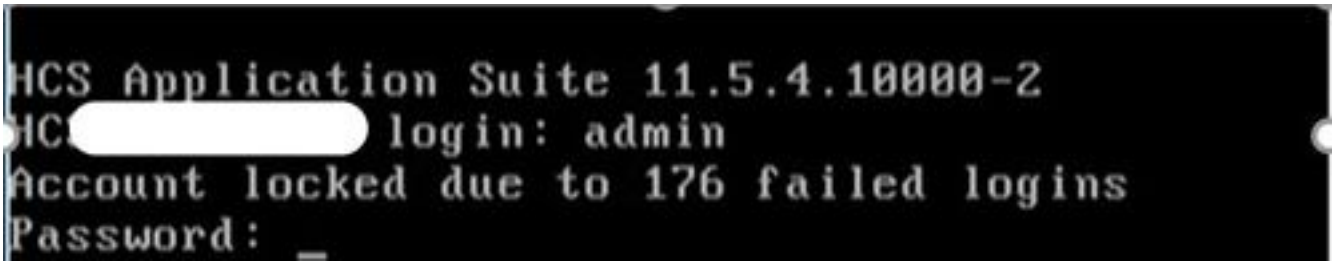
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

At installation, HCM-F assigns the system Default Account Policy to Admin CLI user. The system enables by default the account locking feature. The system locks the admin account after 3 consecutive failed sign-in attempts and sets the unlock time 3600s and retry count sets at 3 attempts. You can change the account policy and configure new settings after installation.

Procedure to Troubleshoot

If you can't access to the CLI because your account is locked due the security policy, ensure to wait 3600s before you can attempt one more time.



You can change the Admin account policy and configure new settings by using these commands:

set accountlocking {**disable**} This command enables or disables account locking for the current administration account.

set accountlocking unlocktime seconds This command changes the unlock time.

Syntax Description

Parameters	Description
seconds	Specifies the unlock time in seconds. Valid values: greater than 30 seconds, but less than 3600 seconds Default value: 3600

This command sets the global consecutive failed sign-in attempt count that triggers locking a user account.

set accountlocking count attempts

Syntax Description

Parameters	Description
attempts	Represents the number of consecutive sign-in attempts before the system locks the account Value Range: 2-5 Default value: 3