

“Account locked due to too many failed attempts”

If you run into the above situation, ssh to any CVM (Controller VM) in the cluster as the nutanix user and run the following command:

```
nutanix@CVM$ allssh sudo faillock --user admin --reset
```

After running the above command for the locked out user, you should be able to log in.

Determining the source of failed authentication attempts:

If you are trying to get more details on what is locking out the account, you can use the steps below:

1. SSH to any CVM and run the command below to check which one is the Prism leader.

```
nutanix@CVM$ curl localhost:2019/prism/leader && echo
```

2. {"leader": "192.168.4.111:9080", "is_local": false}
3. SSH to the Prism leader.
4. nutanix@CVM:\$ ssh nutanix@192.168.4.111
5. Use the command below to filter the logs for unsuccessful authentication exitattempts, which will list the usernames and IP addresses trying to authenticate.
6. nutanix@CVM\$ grep "An unsuccessful login attempt was made with username" data/logs/prism_gateway.log

If you still have the account locked issue, please contact Nutanix support.