

TSPlus Hosted/Dedicated Application Server Lockout

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If a Hosted/Dedicated user reports they are locked out they can be locked out in the following places:

- Active Directory
- PasswordPortal (Restricted)
- Duo
- The App Server (TSPlus)

This Guide goes over TSPlus Lockouts.

User will encounter a screen like the one below with the message "Too many failed attempts. Please Retry later". This means the user has exceeded 10 attempts to log in with the incorrect credentials for the 1st login.

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Typically users are locked out in Active Directory after 5 attempts. However, if the user is typing in the wrong username the only lockout that will occur is this message because the server has rejected the username from the repeated Log On button presses with cached browser credentials that are incorrect.

It is worth noting that the user could in fact be typing the right password but since the browser cache is sending the information behind it, they can still be locked out. You will want to instruct the user to do one or more of the following while you unlock the server. If all of the options fail have the user start over with resetting from the password portal <https://pw.sedonaasp.com:8889/showLogin.cc>

- Connecting and opening the Hosted Sedona Server URL in an incognito/private browser tab
- Connecting and opening the Hosted Sedona Server URL in a different HTML browser
- Clear cache and cookies of the preferred HTML browser and try logging into the Hosted Sedona Server URL

For newer versions of TSPlus you can go into the TSPlus Admin Tool Then Web > Lockouts

For the older versions of TSPlus you can locate the following path - [you will need admin privileges to reach] C:\Program Files (x86)\TSplus\Clients\www\cgi-bin\lockout contains files with the usernames that are locked out. These typically clear within 30-60 minutes but appear to sometimes stay for the entire day if the users keep attempting to log in.

Be on the lookout for misspellings of the username including improper characters such as commas, spaces, underscores, etc.

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