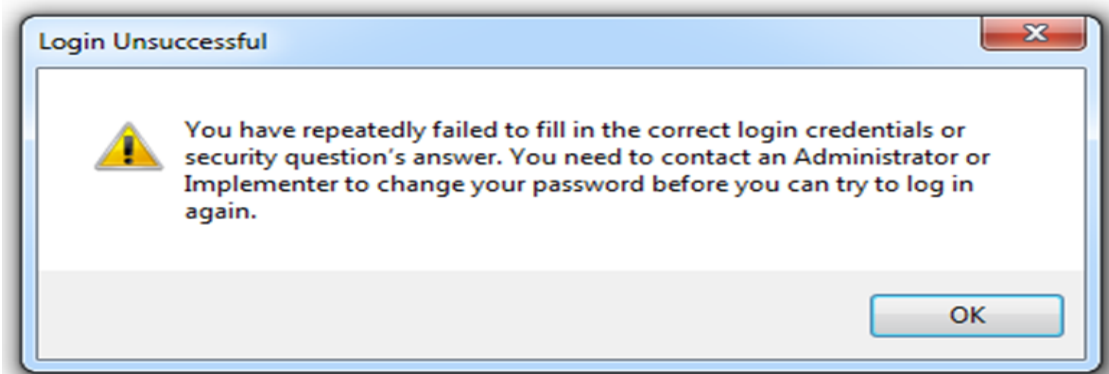


Frequent TIER.Net support calls:

All user accounts locked

Symptoms:

When attempting to log in, all users are presented with the following prompt



Description of the problem:

A user is given 3 attempts at their password. If the 3 attempts are unsuccessful they will be prompted to answer their security question and be given a further 3 attempts. If they still cannot log in they will be locked out of the system.

If the above error appears for all accounts it means that someone has tried and failed to log in for all users.

Solution:

When the **Administrator** and **Implementer accounts** are both *locked* out there are two options:

1. If you are using v1.10 and above you can contact technical support (tiernet_support@uct.ac.za) who will be able to configure a one time use unlock maintenance file which can be used to unlock an account.
2. Send the **HIV.mdf** database file to **UCT CIDER** by contacting tiernet_support@uct.ac.za and *uploading* the file to your **Vula dropbox**. The file can be found in the following location (default):

C:\Program Files (x86)\Microsoft SQL Server\MSSQL10_50.SQLEXPRESSTIER\MSSQL\DATA\

Note 1: It is recommended that this file is zipped and password protected before uploading.

Note 2: If the file is larger than 100MB alternative options may need to be considered.