Re-enable MC root admin after failed login attempts - Version 4.2.2 and older

Created date	Updated date	Affects version	Fix version
02 Nov 2018	28 Dec 2022	4.2.2 and older	4.3.0

Problem

The root admin account for the Management Console software will be disabled after the failed login limit has been reached.

Cause

Too many failed login attempts with the root admin of the Management Console

Resolution

To resolve this issue a support ticket explaining the issue will need to be created on the support.blancco.com website, a Blancco Technical Support Engineer will need to complete the reset process.

This will be completed by a remote support tool, preferably "Teamviewer" however if explained in the ticket, another remote support tool can be used.