

User account is blocked by the system"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Description:

The MASTER account seems mysteriously blocked, despite the fact that Z66_BLOCK = 'N' and the password is entered correctly. The account is not expired (I've set the date to 3/21/2099). Yet when users try to login to that account, a dialog appears stating "User account is blocked by the system" and another dialog, "Password not verified on connectable hosts."

We've noticed this behavior with other, non-administrative accounts in the past. With those accounts, toggling the block flag to Y then back to N seems to have resolved the issue, but this time, the account remains "blocked."

Resolution:

[From site:]

We were able to solve the problem by changing the password on the account, then resetting it back to what the password should be (which I won't divulge now, since it's a moot point). But we have noticed this behavior before on both staging and production servers where an account, even though it was created properly, needs its password changed before someone can login to that account.

For now we'll consider this a closed issue, but I'll refer back to this ticket if the problem comes up again.

- **Article last edited:** 10/8/2013