Locked Out Clients

https://campus.barracuda.com/doc/21692426/

All IP addresses and client fingerprints of the locked-out clients are displayed on the **WEBSITES > Advanced Security** page, **Locked Out Clients** section. A client IP address/client fingerprint is blocked when a violation is detected in the request, and **Follow Up Action** is set to **Block Client-IP/Block Client Fingerprint** for that attack on the **SECURITY POLICIES > Action Policy** page.

Two different web interfaces are displayed based on the **Lockout Settings** configured under **Advanced > Security Management** in the **ADVANCED > System Configuration** page:

- **All Services** - When the **All Services** option is selected, you can view the list of client IP address(es)/fingerprint(s) that are blocked by the Barracuda Web Application Firewall.
- **Per Service** - When the **Per Service** option is selected, you can view the IP address(es)/fingerprint(s) of the locked out clients for each service.

The **Advanced** section is available only when **Show Advanced Settings** is set to **Yes** in the **ADVANCED > System Configuration > Advanced Settings** section.

Clearing Locked Out Clients

The client IP address(es) are blocked when a request from the client matches any of the following policy settings:

- **Follow Up Action** set to **Block Client-IP** for an attack in the **SECURITY POLICIES > Action Policy** page.
- **Enable Bruteforce Prevention** set to *Yes* in the URL policy associated with the service in the **WEBSITES > Advanced Security** page.
- Session tracking **Status** set to *On* for a service in the **WEBSITES > Advanced Security** page.

The administrator can unblock the locked client IP address(es) using the **Clear Locked Out Clients** section in the **WEBSITES > Advanced Security** page.

Unblock a client IP address

1. Go to the **WEBSITES > Advanced Security** page, **Clear Locked Out Clients** section.
2. In the Client **IP Address** field, specify the IP address of the client that you want to unblock.
3. Click **Remove from Lockout**.

4. Alternatively, click **Remove All Clients from Lockout** to clear all blocked client IP addresses.

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