
Clearing Locked Out Clients

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

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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