KNOWLEDGE BASE ARTICLE

Why Password Vault Is Blocked: "You've Entered an Incorrect PIN Too Many Times"

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Symptom

Instead of your entries, Password Vault shows the **Reset** screen with the text *You've entered an incorrect PIN too many times.* and a single **Reset** button. There is nothing else on the screen: the list of entries, **New Item**, **Refresh** and **Configure** are not available. Reloading the page, opening another page with the web part or opening the *Passwords* app in Microsoft Teams shows the same screen.

Cause

The wrong PIN was entered **five times in a row**. Password Vault counts wrong PINs and blocks the vault when the fifth one is entered. The block protects the entries against someone trying PINs one after another.

What you need to know about the counter:

- **It is stored in the vault file** in your OneDrive, not in the browser. Wrong PINs entered on different pages, sites, computers and in Microsoft Teams all add up, and the block applies everywhere, because all of them use the same vault.
- **It does not expire.** Waiting, signing out, clearing the browser cache or reloading the page does not unblock the vault.
- **Only a correct PIN resets it** to zero — and only while the vault is not yet blocked. Before the block, the **Enter PIN** prompt shows *The PIN is incorrect* after a wrong PIN and *Attempts left* whenever earlier wrong PINs have been entered.
- **It is shared reliably.** Every wrong PIN is added to the latest counter in the vault file, so attempts made at the same time on different devices are not lost.

Details of the mechanism: KB10455. Incorrect PIN Attempts in Password Vault: What Happens After Five Failed Tries.

Note

A page that was already open on another device before the vault was blocked does not show the **Reset** screen until it reloads the vault — with **Refresh** or by reloading the page. The block itself is stored in the vault file and applies as soon as the vault is loaded again.

What the Reset button does

Reset empties your vault file: it deletes **all entries** and **the PIN**. Before that, Password Vault asks you to confirm in the **Confirmation** dialog: *Are you sure you want to reset your vault? This action will delete all your passwords stored in the vault.* After you

confirm, the **Set up PIN** screen appears and you start with an empty vault. The empty vault is the same one on every page and in Microsoft Teams.

If in the meantime the vault has been unlocked with the correct PIN on another device, the block is lifted: the reset is not carried out, and the vault is shown locked with the **Enter PIN** prompt as usual.

Warning

A reset cannot be undone in Password Vault, and nobody can unblock the vault without it — not your administrator and not Vitextra, which stores nothing from your vault. There is no other way out of the **Reset** screen. If you need the stored credentials, recover each account through its own password reset function after the reset.

How to reset the vault and start again

1 On the **Reset** screen, click **Reset**.
2 In the **Confirmation** dialog, click **Reset** to delete all entries, or **Cancel** to go back to the **Reset** screen without changing anything. The button is unavailable for a moment while the vault file is saved.
3 The **Set up PIN** screen appears with the text *Type your PIN to generate the master secret key. After generating the PIN code, you can change it at any time.*
4 Type a new 4-digit PIN in the four boxes. Choose a PIN that you will remember.
5 Click **Save**. The vault is created and unlocked, and the list shows *There are no items in this list.*
6 Add your entries again with **New Item**. For accounts whose passwords you no longer know, use the password reset of the service first and store the new password; the built-in generator helps you create a strong one, see KB10445. How to Generate a Strong Password with the Password Vault Generator.

If the vault file cannot be saved — usually because of a network interruption — the **Reset** screen stays open and shows the red message *Sorry, something went wrong. Please refresh the page and try again.* Check the connection and click **Reset** again. If the error persists, see KB10459. Why Password Vault Does Not Load: "Something Went Wrong" and Permission Errors.

Tip

More about creating the PIN: KB10442. How to Set Up Your PIN in Password Vault. If you are not yet blocked but cannot remember your PIN, read KB10460. I Forgot My PIN in Password Vault: What Are My Options? before you use up the remaining attempts — it explains what you can do before the reset.

How to avoid being blocked again

- **.** After a wrong PIN, stop and think before you type the next one. The PIN is checked as soon as the fourth digit is typed; you can leave the **Enter PIN** prompt at any time before that without using up an attempt.
- **Enter the correct PIN as soon as you remember it.** A correct PIN resets the counter to zero, so occasional typos do not accumulate.
- **Remember that all places count together.** Wrong PINs typed in Microsoft Teams, or on another computer are added to the same counter.
- **Don't let others try your PIN.** Lock your computer when you leave it, so nobody can use up the attempts in your open session.
- **Note your PIN in a safe place** that your organization allows, and keep important credentials in another approved place as well.
- **Change the PIN if it is hard to remember** — **Configure** → **Change PIN**, see KB10450. How to Change Your PIN in Password Vault.