KNOWLEDGE BASE ARTICLE

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

2026 © Vitextra SIA. All rights reserved.

Disclaimer

For the purposes of this Disclaimer:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Vitextra SIA, LV-1009 Riga, Matise iela 61 - 25.
- **Document** refers to the Knowledgebase Article.
- **You** means the individual accessing the Document, or the company, or other legal entity on behalf of which such individual is accessing or using the Document, as applicable.
- **Website** refers to Vitextra, accessible from https://vitextra.com

Disclaimer

The information contained in the Document is for general information purposes only.

The Company assumes no responsibility for errors or omissions in the contents of the Document.

In no event shall the Company be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence, or other torts, arising out of or in connection with the use of the contents of the Document. The Company reserves the right to make additions, deletions, or modifications to the contents in the Document at any time without prior notice.

Errors and Omissions Disclaimer

The information given by the Document is for general guidance on matters of interest only. Therefore, errors can occur even if the Company takes every precaution to ensure that the Document's content is current and accurate. Plus, given the changing nature of laws, rules, and regulations, there may be delays, omissions, or inaccuracies in the information contained in the Document.

The Company is not responsible for any errors or omissions, or for the results obtained from the use of this information.

Fair Use Disclaimer

The Company may use copyrighted material that the copyright owner has not explicitly authorized. The Company is making such material available for criticism, comment, news reporting, teaching, scholarship, or research.

The Company believes this constitutes a "fair use" of any such copyrighted material as provided for in section 107 of the United States Copyright law.

If You wish to use copyrighted material from the Document for your own purposes that go beyond fair use, You must obtain permission from the copyright owner.

"Use at Your Own Risk" Disclaimer

All information in the Document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

The Company will not be liable to You or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Contact Us

If you have any questions about this Disclaimer, You can contact Us by email: support@vitextra.com.

Table of contents

Symptom 4

Cause 4

What the Reset button does 5

How to reset the vault and start again 5

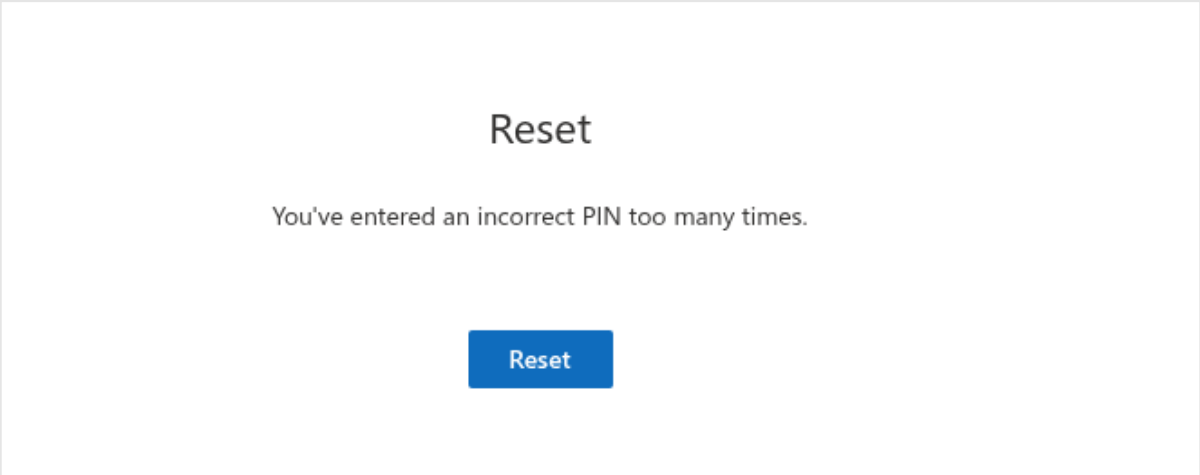
How to avoid being blocked again 6

Terms 8

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.

The saved block is detected when the latest vault file is successfully loaded: on page load, Refresh, PIN verification or a save-conflict retry. An already open page does not receive an immediate notification.



The Reset screen of a blocked vault

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:

- The counter is shared through the vault file in OneDrive only after a successful save. If reading the latest file fails, PIN verification uses the data already loaded. If saving a wrong attempt fails, its increase remains local to the open session and may be lost on reload.
- A saved counter does not expire or reset when you reload. Before the vault is blocked, a correct PIN opens it and attempts to save a zero counter. If that save fails, the saved counter remains unchanged even though the vault opens.

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

Note

The saved block is detected when the latest vault file is successfully loaded: on page load, Refresh, PIN verification or a save-conflict retry. An already open page does not receive an immediate notification.

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. This takes effect only after a successful save.

If the latest file is no longer blocked, Reset does not erase it. The screen follows the current file state: PIN entry if a PIN exists, or PIN setup if a previous reset removed it.

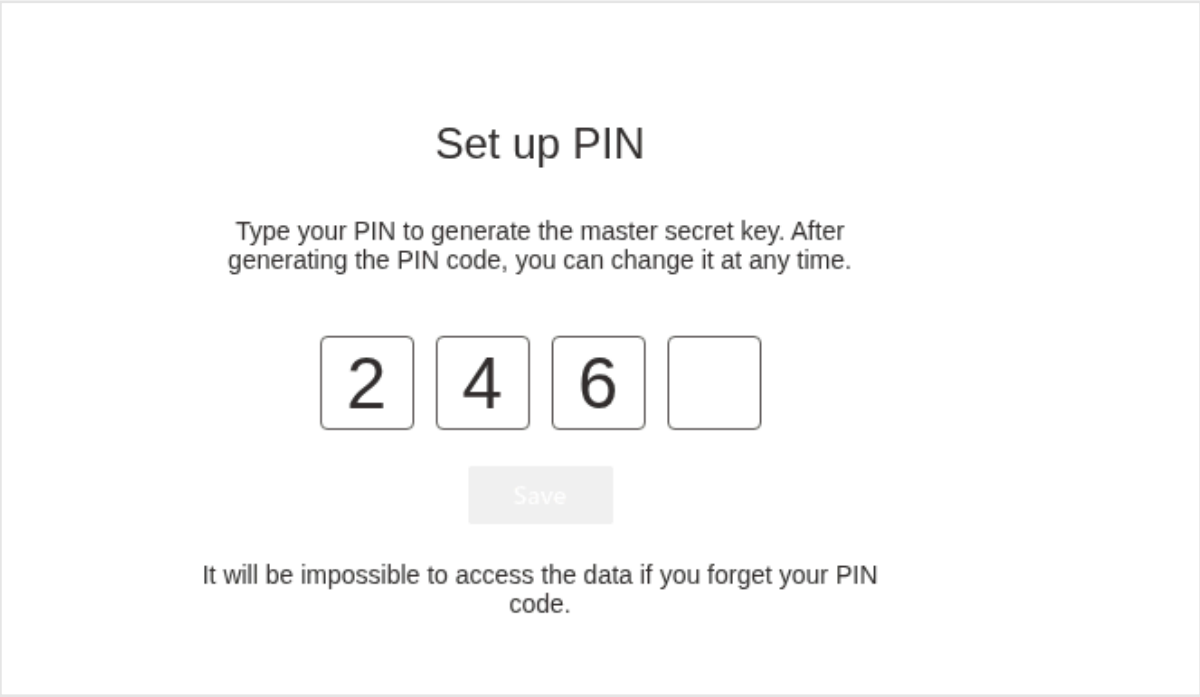
Warning

A reset cannot be undone in Password Vault. If the latest file remains blocked, the product offers no administrator override to unlock it. Reset requires confirmation and a successful save; the fifth wrong PIN alone does not delete entries. Recover any lost account credentials through the corresponding service.

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.* This takes effect only after a successful save.
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.* This takes effect only after a successful save.
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.



Setting up a new PIN after the reset

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.
- A saved counter does not expire or reset when you reload. Before the vault is blocked, a correct PIN opens it and attempts to save a zero counter. If that save fails, the saved counter remains unchanged even though the vault opens.
- The counter is shared through the vault file in OneDrive only after a successful save.

If reading the latest file fails, PIN verification uses the data already loaded. If saving a wrong attempt fails, its increase remains local to the open session and may be lost on reload.

- **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.

Terms

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.