WHAT IS ACCOUNT LOCKOUT IN VERSION 17 OF THE FILEMAKER PLATFORM?

By:

Steven H. Blackwell
Platinum Member Emeritus, FileMaker Business Alliance

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The new version of the FileMaker Platform contains a new feature called Account Lockout. This feature's purpose is to help thwart brute force attacks against hosted files. Such attacks try a large number of passwords against an Account in an attempt to gain access to the file.

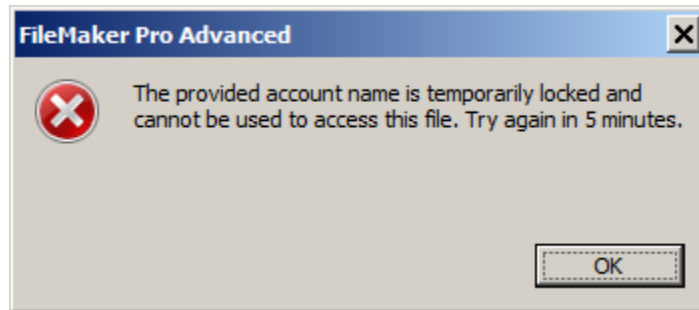Here are a few key points about this new feature:

❖ It works for files hosted on FileMaker® Server 17 only. It does not work for files hosted on earlier versions of FileMaker Server or for stand-alone files.
❖ It works against internal FileMaker Accounts only. Externally authenticated Accounts, including those using oAuth, have their own rules regarding failed attempts.
❖ Any version of FileMaker Pro that can access the files on the Server can trigger this feature. It does not have to be a FileMaker® Pro 17 Advanced client.

Here is what happens. After the designated period of within 5 minutes and the designated number of failures, *viz*. 5, the Account is locked for 5 minutes. *Failure* is
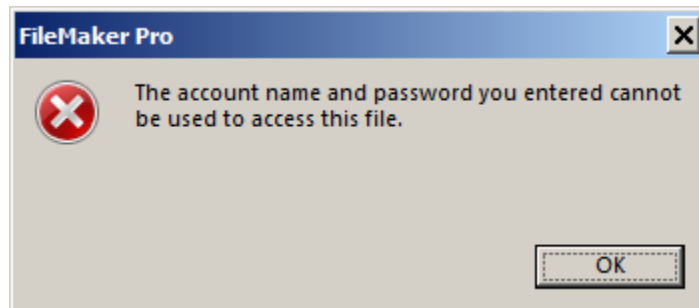
defined to include different credentials, not multiple attempts with the same credentials. It is worthy of note that after 4 failures that the Credentials dialog box will close as in past versions. The *Lock Out* pertains to **all uses** of that Account in *any* file hosted on the particular server.
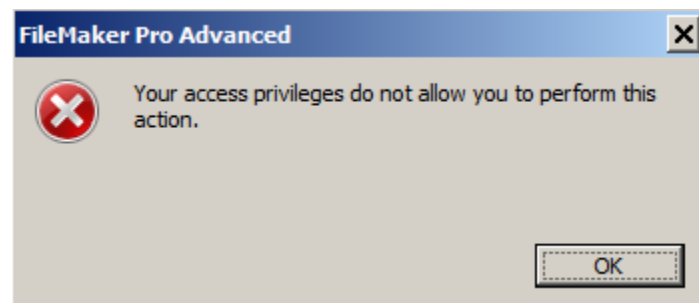
When this event is triggered, users attempting to connect with FileMaker Pro 17 will receive an error message:
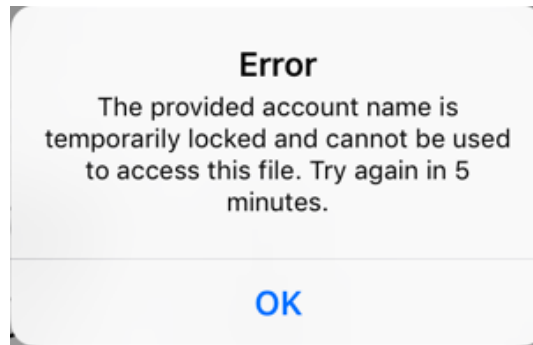

A user attempting a connection with an earlier version, *e.g.* FileMaker® Pro 16, will receive a somewhat different error message:
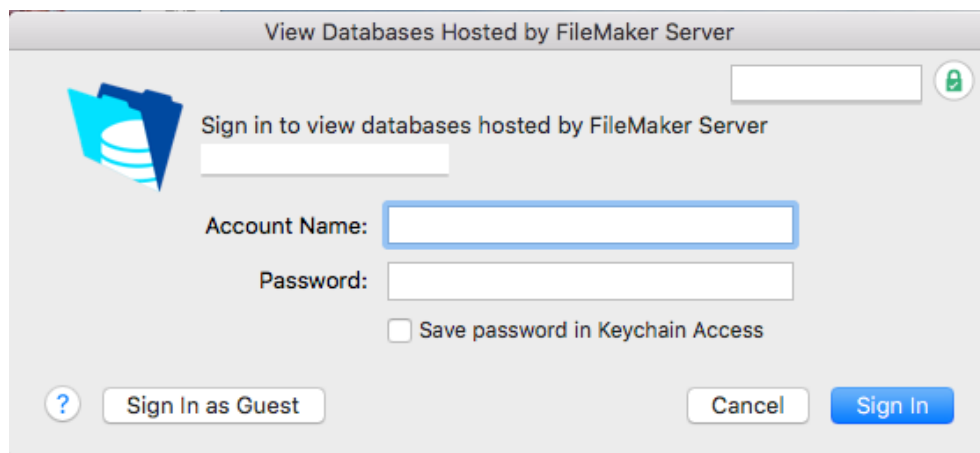

When a *successful* connection to the file is made (with different credentials) a Re-log attempt *within the file* using the locked Account produces a third (*different*) error message:

FileMaker® GO 17 will behave in a similar fashion as FileMaker Pro Advanced. When the Account is locked, it will return an error message:
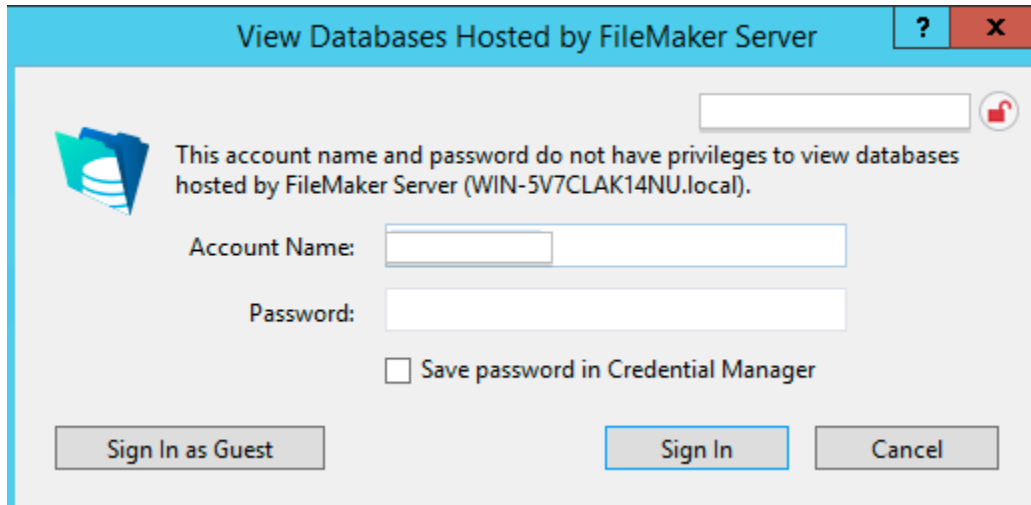

There are several nuances and side-cases regarding Account Lockout as well. The first of these involves Database Visibility (sometimes called *Filtering*). In cases where FileMaker Server Administrators invoke this option, a user is challenged for credentials when first accessing the server as shown here.
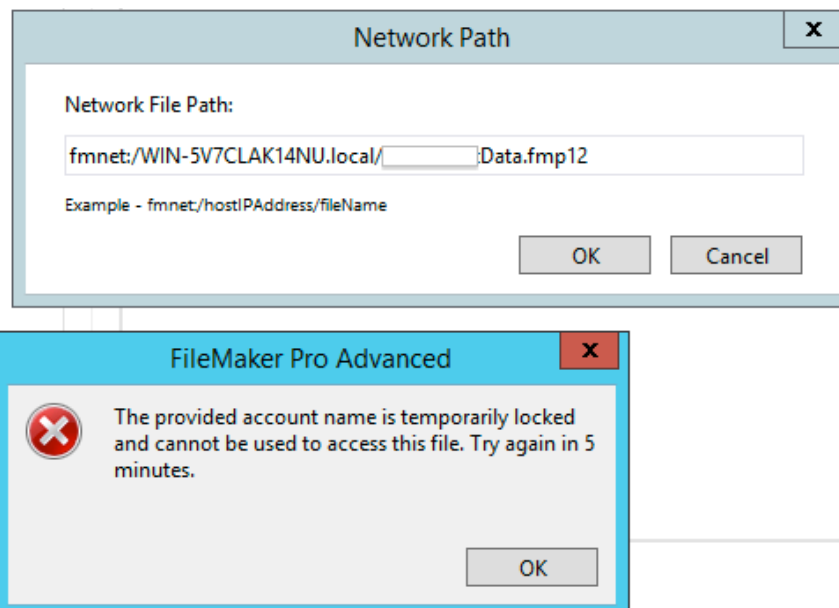

If the user enters incorrect credentials for an Account, the user **will not invoke** the Account Lockout. That is because the user never actually gets to the file itself.

But consider the converse case, where the Account *is already locked*, and a user comes to the credentials challenge dialog. Even if the user enters the correct credentials, FileMaker Server will block access, and return an error message:

Efforts to bypass this challenge by directly invoking access to the file *via* a network file path will also yield an error message when the Account is locked as shown:

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As always when attempting connections to a hosted file that returns a credentials error, check for several other items:

- Does the Privilege Set associated with the Account have the *fmapp* networking bit enabled?
- Passwords are case-sensitive. Did you enter the password correctly?
- Is the version of FileMaker Pro in use allowed to connect to the version of FileMaker Server?

—Acknowledgments—