

Common issues

Below are some of the most common issues some of our subscribers have reported. We will update this page with more such issues as reported from our Subscribers at support.cloud68.co, our support portal.

1. too many failed login attempts to Nextcloud

As every other modern platform, Nextcloud is also built with security in mind. One security element is brute-force protection. When you fail to log in multiple times in a short period of time, then the brute-force protection is triggered, and you will a message similar to it below.

Too many requests

There were too many requests from your network. Retry later or contact your administrator if this is an error.

To unlock your account, you will need to open a support ticket by emailing to support@cloud68.co and provide your public IP address. In case you don't know your public IP address, you can search on one of your favorite search engine for "my IP address".

If you wish to learn more about brute-force attacks, you can check out this Wikipedia article, https://en.wikipedia.org/wiki/Brute-force_attack.

2. enter password prompt when using SSO

As a protective measure, Nextcloud will prompt admin to enter their password when they e.x install a new app and haven't logged in in a while. An issue arises on Nextcloud instances that are using SSO (SingleSignOn). Since the authentication is handled by the SSO users on Nextcloud do not "really" have a password instead they have an authentication token. This means that you can't enter your SSO password on the prompt and have it confirmed.

To solve this issue two possible workarounds exist.

1. Open a new support ticket, and we will handle the operation for you. (The admin account we have is created from the CLI so is not part of SSO)
 2. Log out of your instance and log back in again.
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