

Forum:[Hack Forums](#)

Thread: [2Factor code isn't working?](#)

Lost2Auth - March 21, 2019, 12:54 am

Hello!

I originally thought i lost my backup code but after looking through some older screenshots I saw that I had taken a screenshot of the backup code.

I put that code into Authy as well as Gauth and they're both giving me the same 6 digit code.

But whenever I try to login with the code, I get an error saying, "Bad 2-Factor Authentication code. Press back in your browser and try again."

Any ideas?

Thanks!!

Leroy Jethro Gibbs - March 21, 2019, 1:10 am

I actually have had this issue before in the past. I can't remember what the hell caused it but I do know I have experienced this before. You connecting from a VPN?

Lost2Auth - March 21, 2019, 1:13 am

(Mar 21, 2019 01:10 AM)Leroy Jethro Gibbs Wrote: [\[CITE\]](#) I actually have had this issue before in the past. I can't remember what the hell caused it but I do know I have experienced this before. You connecting from a VPN?

Nope!

I'm connecting from my wifi at home with no vpn on the laptop.

I also just tried connecting via my phone with no vpn.

Not sure what the issue is =/

The username is Dgameman1

Leroy Jethro Gibbs - March 21, 2019, 1:17 am

No idea my guy. Says you were last active: 10-09-2017, 01:58 pm

So unless you can prove it was your account, I think you'll just have to start a new one.

Lost2Auth - March 21, 2019, 1:26 am

(Mar 21, 2019 01:17 AM)Leroy Jethro Gibbs Wrote: [\[CITE\]](#) No idea my guy. Says you were last active: 10-09-2017, 01:58 pm

So unless you can prove it was your account, I think you'll just have to start a new one.
=/

I even found the backup key lol

I mean I can easily prove it's me. I still have the source code for the DGWebScanner I made and posted from the Dgameman1 account

And from the screenshot I took of the backup key I can see that I enabled 2fa on 06-04-2017

And here is the screenshot as well (Just kidding I can't post screenshots until 50 total posts)

I feel like I did my part by saving the backup key and it's still not working :(

I just see that there's no account recovery option now?

So not really sure where to go from here :(

Leroy Jethro Gibbs - March 21, 2019, 1:30 am

(Mar 21, 2019 01:26 AM)Lost2Auth Wrote: [\[CITE\]](#) =/

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I feel like I did my part by saving the backup key and it's still not working :(

I just see that there's no account recovery option now?

So not really sure where to go from here :(

Like I said, your only real option is to just live life on a new account. As for the recovery code stuff, I would let staff or Omni address that. If it actually is a relevant bug. You might have the wrong 2FA code being generated. As in its meant for another account beyond yours.

Omniscient - March 21, 2019, 12:32 pm

Either you don't have the correct backup key or you have a device time problem.

Leroy Jethro Gibbs - March 21, 2019, 2:04 pm

(Mar 21, 2019 12:32 PM)Omniscient Wrote: [\[CITE\]](#) Either you don't have the correct backup key or you have a device time problem.

Oh yeah. My device time was off by like 10 minutes and it wasn't working.

Lost2Auth - March 21, 2019, 5:44 pm

(Mar 21, 2019 12:32 PM)Omniscient Wrote: [\[CITE\]](#) Either you don't have the correct backup key or you have a device time problem.

That makes sense. I looked up any other issues and they were all time related.

I set my phone to automatic, I also tried gauth and authy, and I also tried authy on my desktop. So I don't think it's a time issue.

I took a screenshot of the backup key and qr code, would the backup key ever change?

SUI-3183372 - March 22, 2019, 11:13 am

(Mar 21, 2019 05:44 PM)Lost2Auth Wrote: [\[CITE\]](#) I took a screenshot of the backup key and qr code, would the backup key ever change?

Your trust scan states you enabled 2FA on your account on 08-16-2017. Can you verify if the screenshot that you're looking at is from the correct date? Is it possible you had set 2FA at an earlier date, and reset it later, and you're looking at a picture of an earlier backup code?

Lost2Auth - March 22, 2019, 12:53 pm

(Mar 22, 2019 11:13 AM)Previously Known As.... Wrote: [\[CITE\]](#) Your trust scan states you enabled 2FA on your account on 08-16-2017. Can you verify if the screenshot that you're looking at is from the correct date? Is it possible you had set 2FA at an earlier date, and reset it later, and you're looking at a picture of an earlier backup code?

Yikes.

The date that shows on the screenshot is 06-04-2017.

That is before the 08-16 date you're quoting me.

I must have reset it and don't remeber?

I don't have any other backup code =/

Dang that kinda sucks.

I mostly really want my account back because it had some trust from users because I have made and released software to the members of hackforums.

And I do enjoy writing software still and sometimes the software I've made feels like it would be most appreciated by this community anyway.

The username is Dgameman1 if you want to checkout my other threads.

As of now, is there no way to get my account back? If it helps, I have submitted account recovery requests multiple times on this account which never got replies back to. You can see from a previous thread I made when account recovery was still available. I feel bad for being an idiot but it also sucks that I never got a response back while account recovery was still a thing :(

SUI-3183372 - March 22, 2019, 12:57 pm

(Mar 22, 2019 12:53 PM)Lost2Auth Wrote: [\[CITE\]](#) Yikes.

The date that shows on the screenshot is 06-04-2017.

That is before the 08-16 date you're quoting me.

I must have reset it and don't remeber?

I don't have any other backup code =/

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And I do enjoy writing software still and sometimes the software I've made feels like it would be most appreciated by this community anyway.

The username is Dgame1 if you want to checkout my other threads.

As of now, is there no way to get my account back? If it helps, I have submitted account recovery requests multiple times on this account which never got replies back to. You can see from a previous thread I made when account recovery was still available. I feel bad for being an idiot but it also sucks that I never got a response back while account recovery was still a thing :(

Unfortunately the account recovery process never really came to fruition (AFAIK), and (see post below) the entire concept of being able to recover lost accounts was scrapped. At this point nobody in your situation receives account recoveries, no ifs, ands, or buts.

I know it sucks, I was once in a similar situation as you and had to say good bye to my long standing and fairly well known account and start fresh, but it's not the end of the world. There's still a lot of good content here to participate in, whether or not you have your original account or not, I think you should stick around.

Omniscient - March 22, 2019, 1:08 pm

(Mar 22, 2019 12:57 PM)Previously Known As.... Wrote: [\[CITE\]](#) Unfortunately the account recovery process never really came to fruition (AFAIK), and the entire concept of being able to recover lost accounts was scrapped. At this point nobody in your situation receives account recoveries, no ifs, ands, or buts

We created a full recovery system. I ended the policy due to complaints about paying a fee to recover. I'm certainly not going to waste resources of myself or other Admins because members do a poor job of securing their accounts and credentials.

So now, anyone who can't access their account gets no assistance with recovery. Fuck'em.

Lost2Auth - March 23, 2019, 10:31 am

(Mar 22, 2019 01:08 PM)Omniscient Wrote: [\[CITE\]](#) We created a full recovery system. I ended the policy due to complaints about paying a fee to recover. I'm certainly not going to waste resources of myself or other Admins because members do a poor job of securing their accounts and credentials.

So now, anyone who can't access their account gets no assistance with recovery. Fuck'em.
Not sure how full of a recovery system it was if most people didn't get responses back.

But fair enough

Leroy Jethro Gibbs - March 27, 2019, 1:44 am

(Mar 23, 2019 10:31 AM)Lost2Auth Wrote: [\[CITE\]](#) Not sure how full of a recovery system it was if most people didn't get responses back.

But fair enough

I usually always got responses during my 6 month ban period.

PerfectStorm - March 27, 2019, 5:47 pm

Do you have authy or whatever on both your PC and phone?

Lost2Auth - March 29, 2019, 6:04 pm

(Mar 27, 2019 01:44 AM)Leroy Jethro Gibbs Wrote: [\[CITE\]](#) I usually always got responses during my 6 month ban period. Lol i don't know what to tell ya. You can see my previous post showing that I've attempted multiple times.

(Mar 27, 2019 05:47 PM)PerfectStorm Wrote: [\[CITE\]](#) Do you have authy or whatever on both your PC and phone?
I do!