

# ESET Tech Center

Kennisbank > ESET Secure Authentication > ESA Troubleshooting > Local logon protection - internal server error during logon

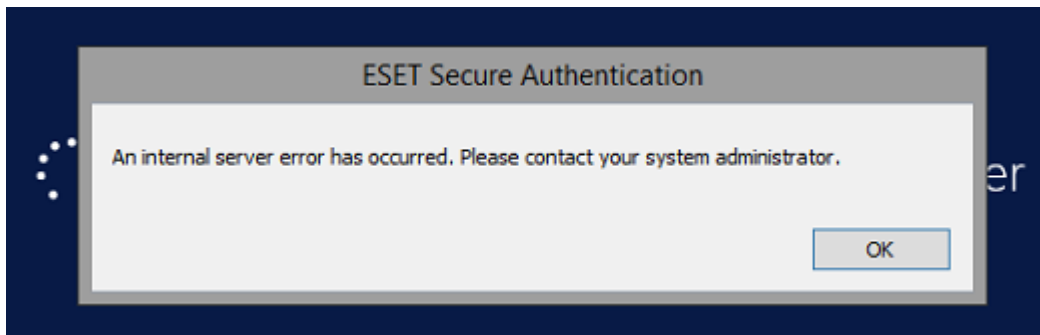
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## Local logon protection - internal server error during logon

Mitchell | ESET Nederland - 2019-10-17 - Reacties (0) - ESA Troubleshooting

### Issue:

When attempting to log in to a computer that is protected with ESET Secure Authentication Local Login Protection, You receive an Internal Server Error:



### Solution:

Due to a bug larger numbers (such as 1000, or more ) of offline OTPs can cause unexpected behaviour, The exact number that causes issues can vary in environments. This bug will be fixed in the next version of ESA.

As a workaround:

Please check Components -> Windows Login -> Settings -> Number of offline OTPs. If a large number is set (such as 1000, or more), Try to decrease this value to 500 or lower.

If there is no high number of Offline OTP's configured, Please [collect relevant logs](#) and submit a ticket.