

# Auto Reset manually disabling

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## Overview

Accounts cannot be logged into in PINsafe due to Auto reset on by default

## Prerequisites

only affects Swivel 3.5.2989

## Symptoms

Auto Reset for user password configured as on by default, leading to accounts becoming locked.

## Solution

Locate the file

`/usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/autoreset.properties`

If this file exists, edit it, and change the first line to `auto-reset.enabled=false`. You then need to restart Tomcat to apply this change.