

Password Reset greyed out



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Overview

PINsafe 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7

Prerequisites

PINsafe

Symptoms

Reset Password button is not selectable and greyed out on the PINsafe Administration console so the admin is unable to reset password.

Solution

If the Check password with repository option is enabled, then the reset password is greyed out and cannot be selected. XML users can have a default password which is entered into the PINsafe Db and can set a password in the Db, but they have no password in the XML Repository data source.

For further information see [Password How to Guide](#)