

Solutions

This page will include links to solutions, to common issues.

Solution Template

A [Solution Template](#) is available on which to base new solutions. This provides a consistent framework for contributors to work to.

[AGENT ERROR BAD OTC](#)

[Administration login Commonly encountered login problems](#)

[Administration console timeout](#)

[Auto Reset manually disabling](#)

[Backup Appliance](#)

[Backup PINsafe on a Active/Active appliance](#)

[Backup PINsafe on a Active/Passive appliance](#)

[Backup PINsafe on a Software Only Install](#)

[Copies of PINsafe in Webapps folder](#)

[Copy a backup file from a PINsafe Appliance](#)

[Demo Support](#)

[Dual Channel Confirmed Message](#)

[Duplicate Names](#)

[Image from PINsafe server absent](#)

[Installing a license key](#)

[Lock File](#)

[Log Timestamp Format](#)

[Message Queue Removal](#)

[Mobile Phone Client RADIUS Authentication](#)

[MySQL Removing and Creating a database](#)

[MySQL permissions](#)

[MySQL Database Export and Import](#)

[NTP servers](#)

[Permissions and Ownership](#)

[Proxy Server Settings for Tomcat](#)

[RADIUS error AGENT_ERROR_BAD_OTC or Failed Validation](#)

[RADIUS error Badly formed Attribute Block](#)

[RADIUS error Does not have a NAS entry](#)

[RADIUS Duplicate packet from NAS](#)

[RADIUS Filter ID](#)

[RADIUS server failed to start](#)

[RADIUS Testing](#)

[Reboot Appliance](#)

[Removing Excess Repositories](#)

[Recovering admin console access](#)

[Recovering admin console access by promoting a user to admin](#)

[Resolving Security String Issues](#)

[Restart Tomcat](#)

[Security Strings Resent](#)

[SMTP solutions](#)

[SMS Timeout](#)

Startup PINsafe log messages

Shutdown PINsafe log messages

Split DNS for External and Internal Access

Tomcat 6 SSL

Tomcat stops after logout out of CMI

Trusted Domains in Active Directory

Windows GINA locked out regaining access

VPN login troubleshooting