

# User login fails



## Contents

- [1 Overview](#)
- [2 Prerequisites](#)
- [3 Symptoms](#)
- [4 Solution](#)

## Overview

A user login can fail for a number of reasons, this document outlines the steps that can be taken to diagnose and resolve such issues

## Prerequisites

Swivel 3.x

## Symptoms

User cannot login using Swivel credentials

The following error message may be seen:

**An error occurred, please check your credentials. If the error persists contact your Swivel Administrator.**

## Solution

Check the [Swivel and Tomcat logs](#)

Has a Single Channel Session Request message been seen in the Swivel log? (This would indicate that the request for an image has reached the Swivel server).

Check the access device logs, is a login attempt seen?

Is the account locked?

Does the user exist? Has the user been added to Swivel?

Is the SAM account name or the FQDN name been used?, has the system tried to add that username when it already exists? [Duplicate Names](#)

Is the user entering a PIN instead of OTC?, does the user have the wrong PIN

Is the username case sensitive? (logs may indicate user with differing capitalisation does not exist)

Is another authentication element such as AD password failing, either on the access device or the Swivel password if used?

Does the user have a valid security string (single, dual, Mobile Phone Client or swivlet)?

Has a password (accidentally?) been set for the user? Try manually setting a blank password.

Has check password with repository been set for the user

Has the RADIUS shared secret been incorrectly set, reenter shared secret [AGENT ERROR BAD OTC](#)

Has the single channel image or on demand SMS timed out (default 120 seconds) see [Session Cleanup](#)

If using Swivel 3.5.2989 check [Auto\\_Reset\\_manually\\_disabling](#)

Is ChangePIN on first login set? (It will allow the first login, but not subsequent logins)

Does the user receive a new security string by email or SMS (indicating a dual channel login was made and no single channel session request was made)

Was a single channel Image session started? A single channel session takes precedence over dual channel, and once started will expect a single channel login until it times out (default 120 seconds) see [Session Cleanup](#)

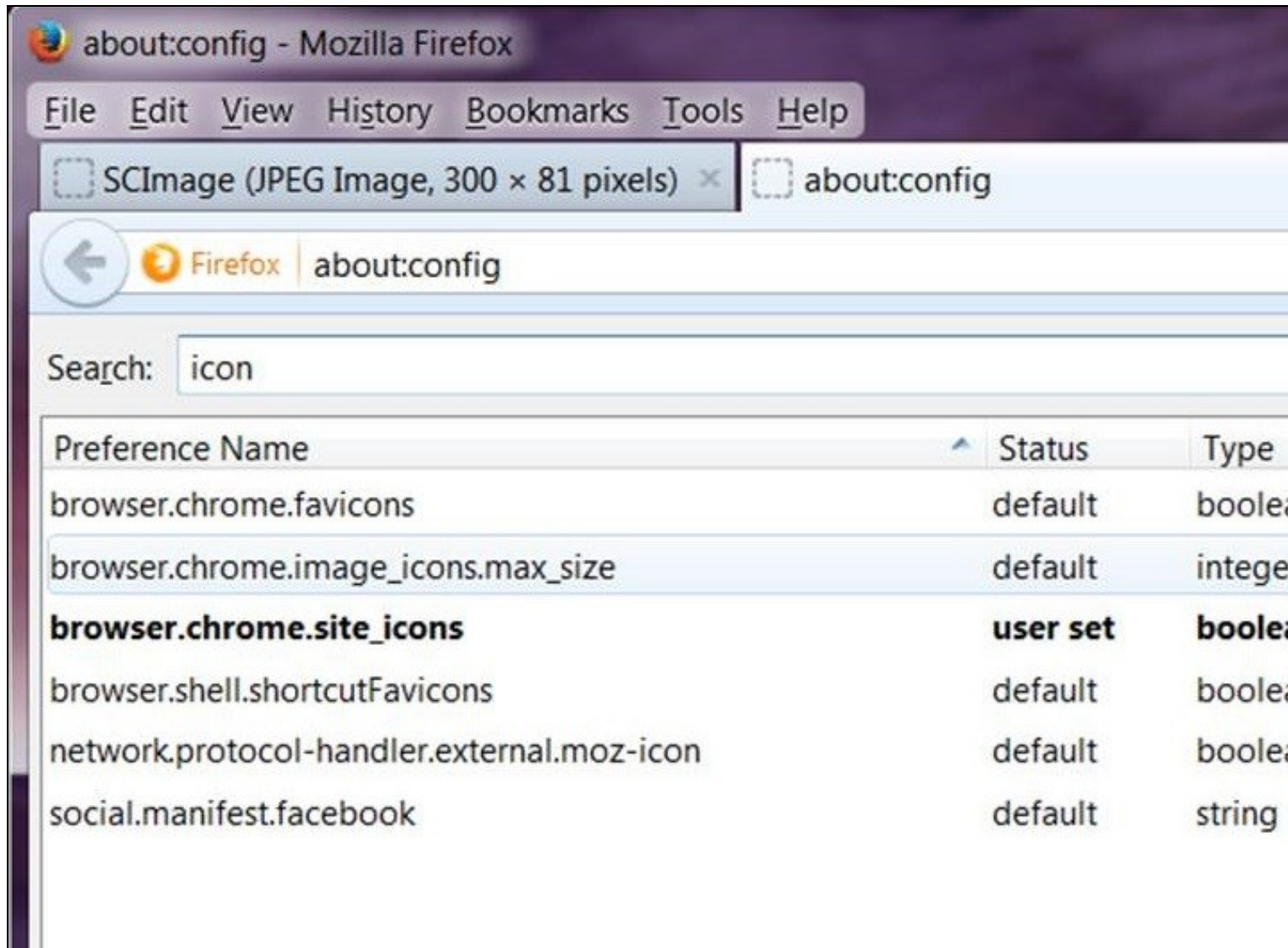
Is Swivel and Tomcat running? see [Tomcat problems](#)

Are there outstanding security strings in an SMS or email? Where multiple security strings are used, it is expecting the next one in the sequence. To verify the correct one is used, then enter the security string index OTC-Security String Index. Example: 4387-02

The user attempted to re-enter a used OTC?

When using the [TURing](#) Single Channel images, Mozilla Firefox may request an authentication image and then another image as an icon, the later icon image being the valid image for authentication. Icon image requests can be turned off in the browser by typing *about:config* in the URL bar and then

search for icon and setting the *browser.chrome.site.icons* to disabled.



The screenshot shows the Mozilla Firefox browser interface. The title bar reads "about:config - Mozilla Firefox". The menu bar includes "File", "Edit", "View", "History", "Bookmarks", "Tools", and "Help". The address bar shows "about:config". The search bar contains the text "icon". Below the search bar, a table lists configuration preferences. The preference **browser.chrome.site\_icons** is highlighted, showing a status of "user set" and a type of "boolean".

Preference Name	Status	Type
browser.chrome.favicons	default	boolean
browser.chrome.image_icons.max_size	default	integer
<b>browser.chrome.site_icons</b>	<b>user set</b>	<b>boolean</b>
browser.shell.shortcutFavicons	default	boolean
network.protocol-handler.external.moz-icon	default	boolean
social.manifest.facebook	default	string