

Admin user missing



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Overview

The **Admin** user is missing from the Administration console, either as a user which previously existed or has never existed.

Prerequisites

PINsafe 3.x

Symptoms

Selecting the User Administration page, the Admin user cannot be seen.

Solution

Ensure that the correct repository is selected.

If the Admin user cannot be seen in the correct repository then click on User Sync for the local repository.

Check the logs to see if the user Admin exists in another repository and the local Admin user cannot be created.

Do the logs report that the license has been exceeded?

Does the local XML repository exist, if not create it if required, if this is a new install, follow the steps at [How to initially configure PINsafe](#)