

Administration login

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Overview

Common issues related to logging into the Swivel administration console. See also [Cannot login to PINsafe admin console](#).

Prerequisites

Swivel 3.x

Symptoms

Cannot login to the Administration Console

Solution

Default settings

By default the following information is required:

Username: admin

Password:

OTC: extracted from a PIN of 1234

Check Network connectivity

Ensure that the Swivel instance can be reached through the network, usually on port 8080.

Is the Administration Login Page accessible

If the Swivel Administration Console login screen is not visible, or a Swivel/error page is displayed see [Tomcat problems](#)

If a Swivel Administration Console login screen is visible, check the following:

Problems with Administration Console Logon

- One Time Code is entered in password field instead of the OTC field, by default there is no password
- Unless there is a specific password entered for Swivel, then there will be no password at the login
- PIN number is entered instead of the One Time Code, the PIN should never be entered
- Once login details have been entered, click on login
- Start session generates a new image
- Wrong default login details, The default username is admin, the default PIN is 1234, the password is not set by default except in error in Swivel build 3.5.2989 [Auto Reset manually disabling](#)
- Use port 8080, port 8443 is not enabled for Administration login
- User is locked or disabled, login as another user with admin or helpdesk privileges
- If these do not resolve the problem you may need to set the Swivel server back to shipping mode or promote another user to an admin user [Cannot_login_to_PINsafe_admin_console](#)
- Is ChangePIN on first login set? (It will allow the first login, but not subsequent logins)
- IE 6 may stop the [TURing](#) image from appearing (Swivel 3.5), or the login page from appearing altogether (Swivel 3.7). Check the security level and security settings.

- If a red cross appears where the Single Channel Turing graphical image should be, and the image is unavailable for authentication, then this could be due to the wrong java version, particularly where animated images are used with older versions of java, or where file permissions and ownerships are incorrect see [Permissions and Ownership](#).
- Ensure that the Tomcat Webapps folder does not have multiple instances of Swivel that have been copied from the installed Swivel folder. Multiple instances of Swivel can be used, but need to be created from a .war file rather than copying the existing install to a new folder.
- Disk space, use df -k at the command line to see if there is sufficient disk space. If the partition is full where Swivel is installed, it may mean that an attempted write to the config.xml file has failed and is 0 length and needs to be restored from a backup or recreated. See also [Appliance Disk full](#)
- Do not use your AD password to login, see [Password How to Guide](#)
- You must use an OTC to login
- If a Swivel password has been used then use that in addition to the OTC
- When making a login with [SMS](#), [Token](#), [Mobile Phone Client](#), do not click on Start Session to generate an image as the login page will expect a login, see [Session Cleanup](#)

Swivel Administration Console Passwords

Check password with repository option is not available for the Administration console login. The Swivel Administration console uses only Swivel Passwords and not data source passwords such as that from Active Directory or LDAP.