

Auto Reset manually disabling

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Overview

Accounts cannot be logged into in PINsafe due to Auto reset on by default

Prerequisites

only affects Swivel 3.5.2989

Symptoms

Auto Reset for user password configured as on by default, leading to accounts becoming locked.

Solution

Locate the file

`/usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/autoreset.properties`

If this file exists, edit it, and change the first line to `auto-reset.enabled=false`. You then need to restart Tomcat to apply this change.