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# 1 Active Directory users are not synching



## 1.1 Overview

Active Directory users are not synchronizing from the AD group into Swivel.

## 1.2 Prerequisites

PINsafe 3.x

## 1.3 Symptoms

Updates in the AD are not replicated on the Swivel server.

The Active Directory server has a group that contains some users that are not appearing in the AD repository on Swivel.

The Swivel logs may display the following:

**ERROR 192.168.1.1 admin:Exception occurred during repository group member query, group: CN=PINsafeusers,OU=PINsafe,DC=xxx,DC=swivelsecure,DC=com, exception ADserver1.xxx.swivelsecure.com:389**

or

**ERROR 192.168.1.1 admin:Exception occurred during repository group member query, group: CN=PINsafeusers,OU=PINsafe,DC=xxx,DC=swivelsecure,DC=com, exception javax.naming.NameNotFoundException: [LDAP: error code 32 - 0000208D: NameErr: DSID-031001CD, problem 2001 (NO\_OBJECT), data 0, best match of: OU=Swivelsecure,DC=Swivelsecure,DC=com]; remaining name CN=Users,OU=Swivelsecure,DC=Swivelsecure,DC=com**

or

No error appears in the Swivel log, but the user is not imported.

## 1.4 Solutions

If you see an error, this can be caused by a user who is a member of the group PINsafeusers but is part of another domain. Swivel will not be able to read the attributes for that user. Swivel would need to connect to that AD domain or read a Global Catalogue Server.

Ensure that you can browse the AD domain, this will verify network connectivity and authentication.

If it is one Swivel instance that is not authenticating but other instances are, verify that the synchronisation details are correct, ensuring that synchronisation occurs at differing times. Restart the Swivel instance and monitor for synchronisations.

If you see no error, but the user is not imported, and you are sure that the user is a member of an AD group configured as a PINsafe group, check whether this is configured as the primary group for that user. Swivel cannot read membership of primary groups, as this is handled in a non-standard way by Active Directory. Either change the primary group for the user to a different group, or if this is not possible or desirable, create a new group within Active Directory and use that as the Swivel group. This problem also applies to indirect membership: if the user's primary group is configured as a member of another group that Swivel is using, the user will not be imported.

If there are too many synchronisations to the AD server such as multiple repositories configured, or synchronisation is set to a small value such as 1-5 minutes, then the socket may be constantly busy. Ensure AD synchronisation is set to occur at differing times and has a suitable interval between synchronisations, typically every 60-120 minutes.

For these and further solutions see [AD data source configuration](#)



## 2 Additional messages sent



### 2.1 Overview

PINsafe sends the user additional alert messages.

### 2.2 Prerequisites

PINsafe 3.x

### 2.3 Symptoms

Users receives additional messages. The PINsafe log may not show messages being sent to the user.

These extra messages and extra alerts can take the form of:

Message requesting user to change their PIN after changing their PIN.

### 2.4 Solution

Copies of PINsafe in Webapps folder

PIN numbers resent

## 3 Admin user missing



### 3.1 Overview

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

### 3.2 Prerequisites

PINsafe 3.x

### 3.3 Symptoms

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

### 3.4 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](#)

## 4 Agent and NAS entries incorrectly displayed



### 4.1 Overview


The RADIUS/NAS and Server/Agents on the PINsafe Administration console may incorrectly show IP addresses or the hostname instead of the descriptive name.

### 4.2 Prerequisites

PINsafe 3.8

### 4.3 Symptoms

The RADIUS/NAS and Server/Agents on the PINsafe Administration console may incorrectly show IP addresses or the hostname instead of the descriptive name.

**RADIUS>NAS** 

Please enter the details for any RADIUS network access servers. A NAS is permitted to access the authentication of the PINsafe server via the RADIUS interface.

NAS:

- ☐ [SSL-VPN 1](#)
- ☐ [SSL-VPN 2](#)
- ☐ [UAG](#)
- ☐ [IIS](#)
- ☐ [Firewall 1](#)
- ☐ [Firewall 2](#)
- ☐ [VPN 1](#)
- ☐ [10.1.1.1](#)
- ☐ [New Entry](#)

### 4.4 Solution

This is a cosmetic issue and makes no impact upon PINsafe authentication. Upgrading to PINsafe 3.9 or higher will resolve this issue.

## 5 AGENT ERROR NO SECURITY STRINGS



### 5.1 Overview

The error *AGENT ERROR NO SECURITY STRINGS* can be seen in a number of different circumstances, this document covers how to troubleshoot the issues involved.

### 5.2 Prerequisites

Swivel 3.x

### 5.3 Symptoms

**RADIUS: <0> Access-Request(1) LEN=192.168.0.1:1001 Access Request by username Failed: AccessRejectException: AGENT\_ERROR\_NO\_SECURITY\_STRINGS**

and

**Login failed for user:username, error: The user does not have any security strings suitable for the authentication.**

Repeated authentication attempts may cause accounts to become locked.

### 5.4 Solution

The user is attempting a dual channel authentication, but the user has not been sent any security strings. This can be because:

- A single channel security string is being requested from one Swivel instance, but the authentications are being made against another Swivel instance. Since the Swivel instance carrying out an authentication has not received any single channel session starts it produces the *AGENT\_ERROR\_NO\_SECURITY\_STRINGS* message. Enable [Session Sharing](#) or [Swivel RADIUS Proxy](#).
- No transport has been defined for the security strings to be sent check the settings on the Administration console under Transport/General.
- The destination attribute for the Transport has not been set or is incorrect, check the settings on the Administration console under Transport/General.
- A user is attempting a single channel authentication, but the single channel request has not reached Swivel, look for session start messages in the Swivel logs.
- The access device is adding the domain name to the authentication in the format domain\username, check the logs to compare the authentication username against session start username requests.
- A user is attempting a single channel authentication, but their account is locked, disabled or deleted. They will get a dummy security string, but that is not valid for authentication. Enable the account if appropriate.
- The user is attempting a mobile client authentication but the OTC is being entered without the nn or ,nn at the end of the OTC, whereby nn is the number given with the security string.
- The user is attempting a [Token](#) authentication but entering the wrong number of digits, attempting to incorrectly use a PIN, or has not been provisioned with a token.
- Swivel 3.8.4256 has an error whereby On demand authentication security strings do not match those in the View Security strings.

## 6 Appliance Disk full



## 7 Symptoms

Log files fill the disk space as they are not correctly being purged.

### 7.1 Checking Disk Space

The following command from the **command line** may show the disk space usage as 100%

`df ?k`

```
/dev/sda3      Use 100% Mounted on /backups
```

The disk space on a healthy system will look similar to the below sample output

```
[admin@standby ~]# df -k
Filesystem      1K-blocks      Used Available Use% Mounted on
/dev/sda2        20641788    2196276   17396872  12% /
/dev/sda3       10317860    1940240   7853500    20% /backups
/dev/sda1        124427      13761    104242    12% /boot
none             517268        0      517268     0% /dev/shm
/dev/sda7        7091968     48636    6683076     1% /support
/dev/sda5       2063504     35952    1922732     2% /tmp
```

or `df -m` to see usage in Mb

The following command may be of use in viewing where the disk usage is:

`du -h --max-depth=1`

Where depth is the number of folders to look within

### 7.2 Common file locations to check

As well as disk space, it is also important to check the number of files, as a large number of small or even 0 byte files can cause issues.

#### 7.2.1 Disk space in /backups

View the backups using `ls -la`

Each backup is stored in the format as `ddmmyy.number.tar.gz`

The file size can be seen, large backups (200 Mb+) can cause the disk space to fill up, the backups contain some logging data as described below.

#### 7.2.2 Disk space in /var/log/messages

Log files may build up in `/var/log/messages`

#### 7.2.3 Disk space in /var/log/swivel

This folder contains Swivel log messages for differing error levels such as : Warning, Error, Fatal

#### 7.2.4 Disk space in /var/lib/mysql

Transaction logs may build up in `/var/lib/mysql`, this is caused by A/A appliances being out of synchronisation. The transaction logs consist of binaries that contain data edits and/or relays that is information sent to a MySQL slave.

#### 7.2.5 Disk space in /var/spool/clientmqueue

Mail logs for events are stored here

#### 7.2.6 Disk space in /var/spool/mail

Mail logs for users are stored here

#### 7.2.7 Swivel 3.7.3727

Swivel 3.7.3727 contains debugging information for Repository syncs that may produce a large number of files and the files may need to be purged. To prevent the files being generated upgrade to a more recent version of Swivel. As a temporary measure they can be deleted and a low frequency of repository sync can be set. The files are named:

profile.<date>.data

and reside in:

<path to Tomcat>/webapps/pinsafe/WEB-INF/logs

## 8 Prerequisites

The error has been seen on the following systems:

Appliance build 2.0.10, to 2.0.14

### 8.1 Error Messages

**ERROR - Saving the XML config file "/usr/local/tomcat/webapps/pinsafe/WEB-INF/conf/config.xml" failed, error: java.io.IOException: No space left on device.**

**java.io.IOException: No space left on device at java.io.FileOutputStream.writeBytes(Native Method)**

The above message can be seen when there are Tomcat errors related to no disk space.

**cp: cannot create regular file ?/backups/.default/tomcat/logs???. No space left on device**

The above error message can be seen when performing a backup.



## 9 Solutions

### 9.1 Purge script fix

Edit the following script /etc/cron.daily/PINsafe\_backup\_purge.sh

There are two lines in that script that should read

```
p_arch=`grep "archives" /etc/pinsafe.conf|cut -d\= -f2`  
p_logs=`grep "logs" /etc/pinsafe.conf|cut -d\= -f2`
```

### 9.2 Logrotate

In the file /etc/logrotate.d/tomcat add notifempty as below

```
/var/log/tomcat/*.log {  
    daily  
    missingok  
    copytruncate  
    rotate 30  
    missingok  
    compress  
}
```

To

```
/var/log/tomcat/*.log {  
    daily  
    missingok  
    copytruncate  
    rotate 30  
    missingok  
    compress  
    notifempty  
}
```

### 9.3 Reducing the MySQL transaction logs

#### 9.3.1 Removing Transaction logs Using MySQL Commands

From the MySQL command line run

STOP SLAVE;

RESET SLAVE;

RESET MASTER;

#### 9.3.2 Setting Transaction Log Size

When the appliance is back in synchronisation, then the transaction logs should sync, by default these are stored for 7 days. It is possible to change these in /etc/my.cnf, look for the following line:

1. Delete BIN LOG Files After 7 Days.

```
expire_logs_days=7 max_binlog_size=256000000
```

Change expire\_logs\_days=7 to the required value

### 9.4 Manually deleting files

**Note: Take care when using the rm command so that only the correct files are deleted. Deleted files can only be recovered from valid backups.**

The following commands are run from the command line, see [Command Line Access How to guide](#)

- Ensure that you are in the correct directory
- Using ./filename or ./folder ensures that only the file or folder with the directory is removed.

If there are too many files to list then the following command can be used to remove the files. This example is for files within the Tomcat logs folder which will delete all instances of localhost.

```
find . -iname 'localhost.*' | xargs rm
```

#### 9.4.1 Deleting log files

To delete log files older than 5 days the following commands can be used.

```
cd /var/log/tomcat
```

```
find /var/log/tomcat/ -iname 'localhost.*' -mtime +5 | xargs rm
```

```
find /var/log/tomcat/ -iname 'manager.*' -mtime +5 | xargs rm
```

```
find /var/log/tomcat/ -iname 'catalina.*' -mtime +5 | xargs rm
```

```
find /var/log/tomcat/ -iname 'admin.*' -mtime +5 | xargs rm
```

```
find /var/log/tomcat/ -iname 'host-manager.*' -mtime +5 | xargs rm
```

If the following error message is shown, and providing the commands have been correctly typed, then there are no files older than 5 days.

```
"rm: too few arguments
Try 'rm --help' for more information."
```

### 9.4.2 Deleting Mail queue files

The following command will remove all files in the clientmqueue folder

```
ls /var/spool/clientmqueue/ xargs rm
```

and mail for the root user can be removed with the following command

```
echo > /var/spool/mail/root
```

## 9.5 Known Issues

**Please be aware:** As a side effect of a Full Disk, is that the config.xml file can become corrupt. After the disk space has been freed, please ensure that the config.xml is not showing as 0 bytes. This is located under:

v3.9.1 or newer - /home/swivel/.swivel/conf

v3.9 or older - /usr/local/tomcat/webapps/pinsafe/WEB-INF/conf

You must restore a config.xml from a valid and most recent backup.

## 9.6 Troubleshooting

*/bin/rm: Argument list too long*

This can occur where there are too many files to delete using the rm command. Either specify a specific file e.g. catalina.\* or use the commands given above.

## 10 Appliance will not boot



### 10.1 Overview

The Swivel appliance fails to start.

### 10.2 Prerequisites

Swivel Hardware or Virtual Appliance

### 10.3 Symptoms

The Swivel appliance hangs during boot. Disk errors may be shown.

### 10.4 Solution

Refer to the following article: [Appliance fails to boot after power outage.](#)

# 11 Authentication Failing



## 11.1 Overview

No users can authenticate

## 11.2 Prerequisites

PINsafe 3.x Database is MySQL (may also apply to Oracle or PostgreSQL - doesn't seem to affect Internal or MS-SQL).

## 11.3 Symptoms

All authentication for all users fails, although you are certain the credentials are correct.

## 11.4 Solution

Have you changed the time zone on the PINsafe server since users were imported? Or, in a HA solution, are the PINsafe servers in different time zones? There is a known issue that changing the time zone on the PINsafe server causes authentication to fail. The reason for this is that PINsafe uses a number of unique fields to encrypt each user's credentials. One of these fields is the user creation date and time. Unfortunately, in MySQL, the interpretation of this field changes if the time zone on the server changes. This causes decryption of the credentials to fail, and so authentication fails. Set the Time Zone back and restart the database i.e. for internal restart PINsafe or MySQL for appliances.

If you have a single PINsafe server, and you need to keep the time zone as it now is, you will have to reset credentials for all users individually. The preferable solution is to change the time zone back to what it was before. Be aware that if you have reset any credentials, or added any new users, since the time zone was changed, these users will have their credentials encrypted according to the new time zone, so reverting to the old one will cause their credentials to fail, and you will have to reset them again.

In a HA solution, if the servers are in different time zones, authentication may work on one server, but not the other. In this case, change the time zone on the failing server to match that on the working one. If users have been imported, or credentials reset, on both servers, you will have to choose one of the servers and set the time zone on the other to match it. All users who have credentials set by the second server will have to have their credentials reset.

## 12 Backups not being made on appliance



### 12.1 Overview

Swivel appliances make a daily basis or manually, see [Backup Appliance](#). This document looks at possible causes of backups failing to be made.

### 12.2 Prerequisites

Swivel 3.x

Swivel hardware or Virtual appliance 2.x

### 12.3 Symptoms

The Swivel appliance folder /backups does not contain any or any recent backups.

### 12.4 Solution

A lack of disk space may be preventing backups being taken, see [Appliance Disk full](#)

Tomcat is not running, see [Tomcat problems](#)

The Swivel backup cron job has an issue.

## 13 Backups take a long time on appliance



### 13.1 Overview

Swivel appliances make a daily basis or manually, see [Backup Appliance](#). This document looks at possible causes of backups taking longer than usual.

### 13.2 Prerequisites

Swivel 3.x

Swivel hardware or Virtual appliance 2.x

### 13.3 Symptoms

The Swivel appliance backup is taking longer than usual.

### 13.4 Solution

There may be a larger than usual number of files being backed up. Check disk usage, see [Appliance Disk full](#), particularly check under /var/log/tomcat. The previous link provides solutions on reducing the number of log files.

Using an Active/Active appliance will reduce the impact of backups taking a long time since it does not require the database to be stopped, unlike the Standalone Virtual or Hardware appliance as this does require the Swivel local database to be stopped.

The backup is usually run at 04.00, if this is an inconvenient time it may be possible to change the backup start time.

## 14 BUTton Image reverts back to TURing Image



### 14.1 Overview

When the BUTton image is selected for use on the PINsafe server it reverts back to the **TURing** image.

### 14.2 Prerequisites

Problem has been observed on the following PINsafe versions:

PINsafe v3.7.3474

### 14.3 Symptoms

On the PINsafe Administration console under the Server/Single Channel settings, the Image displayed to users can be set to BUTton. After a period of operation the image reverts back to the default TURing image.

### 14.4 Solution

Upgrade to a later version of PINsafe

## 15 Cannot add PINsafe users



### 15.1 Overview

Additional users cannot be added to PINsafe

### 15.2 Prerequisites

PINsafe Installation

### 15.3 Symptoms

Cannot add users either through the local XML database or importing through AD, LDAP, etc.

### 15.4 Solution

PINsafe database may not be configured see [How to initially configure PINsafe](#)

PINsafe licensed number of users may have been exceeded see [Installing a license key](#)

PINsafe is not reading users from the Data Source see [Importing users from External Sources](#)



## 16 Cannot login to PINsafe admin console

### 16.1 Symptoms

Cannot login to the PINsafe admin console through any admin accounts.

### 16.2 Solutions

Common problems with the [Administration login](#)

[Recovering admin access on appliance](#)

[Recovering admin console access](#)

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

If the login page is not present then see: [Swivel does not start](#)

## 17 Case Sensitive Username



### 17.1 Overview

PINsafe authentication can be configured to use case sensitive or can insensitive user names.

### 17.2 Prerequisites

PINsafe 3.x

### 17.3 Symptoms

If a case sensitive username is entered, the authentication fails

or

Case sensitive usernames are required.

### 17.4 Solution

On the PINsafe Administration console select Database/General, and set the **Case sensitive usernames** to the required Setting. The default setting is No.

## 18 ChangePIN fails for user



### 18.1 Overview

A user attempts to change their PIN number using the ChangePIN utility but is unable to do so.

### 18.2 Prerequisites

Swivel 3.x

ChangePIN

### 18.3 Symptoms

User is unable to Change their PIN number

### 18.4 Solution

Check the Swivel logs for any error messages

User is entering their PIN and not the OTC. See [ChangePIN User Guide](#) for user ChangePIN instructions.

Incorrect configuration. See [ChangePIN How to Guide](#) for Administrator ChangePIN instructions.

Account may be locked from too many failed authentication attempts. Consult your Swivel helpdesk.

Graphical Turing image may have expired if it has been present for more than 2 minutes. Try process again.

ChangePIN is set to explicit mode, where by the PIN is entered directly (and thus vulnerable to key loggers) Consult your Swivel helpdesk to see if this mode of operation is in use.

**127.0.0.1 local:Session start failed for user: xxxxxx, error: The user does not belong in the correct group within the user repository to continue the authentication attempt.**

The user may be attempting to start a single channel session when they are not part of the Single Channel group. This can occur when the user is permitted to use changePIN using SMS only. In this case do not click 'start session'.

ChangePIN failed for user: xxxx, Error: The PIN is not complex enough.

The PIN entered is too simple and breaks the Swivel rules defined in the Administration Console, The default for repeated digits is 0 and allows for no repeated digits.

## 19 Email Address does not change for user



### 19.1 Overview

Changes to a users email address in the data source are not reflected in PINsafe

### 19.2 Prerequisites

PINsafe 3.x

### 19.3 Symptoms

The email address for a user is altered in the data source, such as AD, but after a user sync, the user details do not show the correct email address.

### 19.4 Solution

Check the PINsafe logs for error messages, specifically has a successful sync taken place?

Do the PINsafe logs reveal a user name conflict?

In an A/A appliance, are the appliances in synchronisation?

Is the appliance running in slave mode?

Ensure that a user is a member of only one PINsafe group. Membership of multiple groups can mean that a group with no transports will be used, and therefore the security strings will not be sent out.

## 20 Email loses carriage returns



### 20.1 Overview

When the PINsafe appliance or server is rebooted, email alert messages are sent without carriage returns.

### 20.2 Prerequisites

PINsafe 3.x

### 20.3 Symptoms

Email messages appear with the incorrect carriage returns used for the email formatting

### 20.4 Solution

Selecting the correct transport type and then clicking Apply will ensure that the settings are saved, but the problem will occur when there is another reboot.

Instead of putting line breaks in the message, put the following: "%CR%LF", which will insert line breaks in the outgoing message. Do not put line breaks as well as the %CR%LF, as that will result in double line-breaks (until PINsafe is restarted).

## 21 Email Messages not sent



### 21.1 Overview

Swivel is not sending email messages.

### 21.2 Prerequisites

Swivel 3.x

### 21.3 Symptoms

Email messages are not being received by the email gateway.

### 21.4 Solution

Look at the Log Viewer, and search for reports stating whether messages have been sent, or whether the user has no transport defined.

#### 21.4.1 Account details

Do the users have valid email addresses? On the Swivel Administration console go to the User Administration page and select View: Transport, check to see any if email addresses listed there. If email addresses are present has a transport been defined, see [Transport Configuration](#) and [User does not have an associated alert transport](#).

If no email has been defined for the user, is it being read from the data source, and does the data source have an email address.

Verify that the authentication settings used on the Swivel instance are still valid, and that the password has not been changed or the account has become locked.

#### 21.4.2 Connectivity Check

Ensure connectivity from the Swivel instance to the mail gateway

```
telnet <hostname of your mailserver> 25
```

The email gateway should respond with a message

If the hostname does not work, try with the fully qualified domain name and IP address.

```
telnet <ip of your mailserver> 25
```

Possible causes for no connectivity may be:

- Firewall rule
- Incorrect Network or routing settings

#### 21.4.3 Transport Queue has become locked

There are three solutions to resolve this issue:

1) Disable user syncs from occurring automatically and advise all administrator and helpdesk users to not perform a user sync. Then remove and add the offending SMTP transport (be sure to note down all the details before removing). This will unlock the transport queue;

2) Restart Tomcat if the above is not desirable;

3) If a restart of Tomcat does not work and #1 is not appropriate or not working, a reboot of the entire appliance usually fixes the problem.

If these resolve the issue and an older version of Swivel is being used, then consider upgrading Swivel to a more recent version.

### 21.5 Client Troubleshooting

If the mail has left the Swivel server then check the mail relay logs.

Has the email gone into the end users junk or spam folder?

### **21.5.1 Security String Issues**

See [Resolving Security String Issues](#)

## 22 Email of account details regularly resent



### 22.1 Overview

Misconfiguration of PINsafe HA solutions can lead to email or SMS messages being regularly resent to users.

### 22.2 Prerequisites

PINsafe in A/A HA mode

### 22.3 Symptoms

User periodically receives a new Email or SMS with their account details. The time period is defined by the AD synchronisation schedule

### 22.4 Solution

PINsafe 3.7 will resend account information when the Transport Alert method changes. If a group of users has a different Transport Alert on one member of a PINsafe cluster, then the Alert details will be resent when that cluster member synchronises. When another member synchronises then the Alert details will be changed again and resent.

Ensure that all PINsafe HA cluster members use the same Transport Alert for each group of users.

see also [Additional messages sent](#)

see also [Security Strings Resent](#)



## 23 Email or SMS with security string unexpectedly received



### 23.1 Overview

One or more users unexpectedly receive a security string by email or sms

### 23.2 Prerequisites

PINsafe 3.x

### 23.3 Symptoms

Users may be using single channel authentication such as the graphical TURING image, but receive a security string by email or SMS.

### 23.4 Solution

On the PINsafe User Administration console select an affected user then select Groups from the 'View' drop down menu. locate all the groups that this user is contained within.

On the Transport -> General screen you can find the SMTP transport and any custom SMTP transports, and check to see if the 'Group' drop down menu is utilising a group that this user belongs to. The 'Group' drop down represents the group that will receive security strings via this transport entry.

If they're a member of a group that is utilising the SMTP transport in this way, consider moving them out of that group and establishing a new group.

## 24 Error



If the Swivel Administration Console shows a PINsafe Error message and :8080/pinsafe/error message see [Swivel does not start](#)

## 25 GINA fails to display image



### 25.1 Overview

Windows GINA fails to display a single channel image for authentication

### 25.2 Prerequisites

PINsafe 3.x Windows XP, 2000, 2003 GINA

### 25.3 Symptoms

A red cross appears where the single channel image should be displayed

### 25.4 Solution

Check the Swivel logs for a single channel image request, if this is absent ensure correct GINA configuration and that network connectivity exists.

PATtern and BUTton image are not supported in the GINA, only **TURing** images

## 26 GSM Modem



### 26.1 Overview

Problems associated with using the GSM modem

### 26.2 Prerequisites

PINsafe

GSM Modem

Java Comm class (This is pre-installed on Swivel appliances)

### 26.3 Symptoms

SMS messages are not being sent from a GSM modem

### 26.4 Solutions

See the following

[GSM Modem How To Guide](#)

[SMS messages are not being sent](#)

[Transport problems](#)

[Resolving Security String Issues](#)

## 27 Heartbeat issues



### 27.1 Overview

The heartbeat process monitors a pair of Swivel appliances and provides a Virtual IP address in the event of failure. Combined with the Mon process, Tomcat can also be monitored. See also [VIP Status](#). Configuration of the VIP is made through the [CMI](#).

### 27.2 Prerequisites

Swivel appliance 2.x

### 27.3 Symptoms

Heartbeat will not start or failover does not work

### 27.4 Solution

Check the hostnames and DNS names are correct. Incorrect entries may prevent heartbeat from starting.

Running multiple Swivel HA clusters without a cross over cable, on the same network may cause issues as they use multicast on port 694 by default.

If a cross over cable is not used ensure port 694 UDP is not blocked and multicast traffic is permitted between the Swivel appliances pair.

Check times are same on both servers

Heartbeat status requires the appliances to be able to SSH each other. Verify that each appliance can ssh to the other by using `ssh admin@hostname`.

## 28 Hostname change fails on appliance

### 28.1 Overview

When attempting to change the hostname via the Console Management Interface (CMI), you find that you are unable to successfully change the hostname.

### 28.2 Solutions

A fix has been released which affected early versions of Single appliance build 2.0.14 (not HA builds). To view this fix, see the Fix article: [Fix 20141009](#).

## 29 HTTP Status 500

## 30 Overview

The **HTTP Status 500** error can be seen when the Swivel Administration console encounters a problem and may be for a variety of reasons. This document is to help troubleshoot those issues.



## 31 Prerequisites

Swivel 3.x

## 32 Symptoms

The following error message may be seen in the browser, the message may vary according to the problem encountered.

HTTP Status 500 - type Exception report message description The server encountered an internal error that prevented it from fulfilling this request.  
exception org.apache.xmlbeans.impl.values.XmlValueDisconnectedException  
org.apache.xmlbeans.impl.values.XmlObjectBase.check\_orphaned(XmlObjectBase.java:1212)  
com.swiveltechnologies.xmlconfig.impl.LookupImpl.isSetValue(Unknown Source)  
com.swiveltechnologies.pinsafe.server.config.ConfigurationListImpl.getLookup(ConfigurationListImpl.java:470)  
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.setListElement(ConfigurationEditor.java:647)  
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.executePost(ConfigurationEditor.java:317)  
com.swiveltechnologies.pinsafe.server.ui.InterfaceServlet.doPost(InterfaceServlet.java:265) javax.servlet.http.HttpServlet.service(HttpServlet.java:637)  
javax.servlet.http.HttpServlet.service(HttpServlet.java:717) filters.SetCharacterEncodingFilter.doFilter(SetCharacterEncodingFilter.java:125) note The full stack trace of the root cause is available in the Apache Tomcat/x.x.x logs. Apache Tomcat/x.x.x logs

## 33 Solution

A good place to start looking for such issues is in the Tomcat logs, see the Tomcat logs section under [Troubleshooting\\_Files\\_FAQ](#)

Confirm the config.xml file is showing a regular value. Also check the disk space [Appliance\\_Disk\\_full](#)

Known causes of this issue are given below:

### 33.1 Version 4 bug, tomcat restart with Internal Database

There is a known issue when restarting tomcat on version 4, up until 4.0.4.

As a workaround for this issue, log into the CMI, and set the database to shipping.

Log in with the default credential and on the Swivel Administration Portal, go to Database -> General and select the internal database again.

Now you should be back to normal, until a new tomcat restart.

One way to mitigate the problem, is to migrate the data from the internal database (old derby) to the appliance database.

On the Swivel Administration Portal, go to Database - General, with the Internal Database selected, open the Appliance Database details.

On the Driver entry box, write: org.mariadb.jdbc.Driver

On the URL entry box, write: jdbc:mariadb://localhost/pinsafe

Username and Password are both: pinsafe

Go to Migration -> Data, select the Appliance Database as target and on the entry box, write: MIGRATE

Go back to Database - General and select the Appliance Database.

On the User Administration, you can check that all the users are there and the migration was a success.

### 33.2 Tomcat Logs no allowing config.xml to upload

If the config.xml is not disrupted but setting database to shipping doesn't allow access to the admin portal we suggest creating a folder at /home/swivel/.swivel/logs and moving the log zip files to that folder. Restart tomcat and if you get access to the admin portal, set the database back to its type and go to Logging > XML and change the value to 257. Also go back to the CMI and check that the logrotate.d has the notifemmy entry (check [Appliance\\_Disk\\_full](#)).

The error might show similar to the following:

```
Caused by: java.lang.ArrayIndexOutOfBoundsException: 8192
```

(...)

```
at com.swiveltechnologies.pinsafe.server.logging.AbstractLogReader.readLogEntries(AbstractLogReader.java:29)
at com.swiveltechnologies.pinsafe.server.logging.ZipLogFileReader.readLogFile(ZipLogFileReader.java:34)
at com.swiveltechnologies.pinsafe.server.logging.ZipEntryLogFileInfo.load(ZipEntryLogFileInfo.java:77)
at com.swiveltechnologies.pinsafe.server.logging.AbstractLogLoader.getFirst(AbstractLogLoader.java:80)
```

### 33.3 Migration from v2 to v3/v4

The database naming for a v2 is pinsafe\_rep which might imply at a migration level. It has been verified that sometimes the pinsafe\_rep database must be created.

Entering the appliance via shipping mode, go to Database > General check if the settings are the correct ones. If missing just enter pinsafe\_rep.

The error will be similar to the below error:

javax.servlet.ServletException: Servlet.init() for servlet dispatcher threw exception

```
org.apache.catalina.authenticator.AuthenticatorBase.invoke(AuthenticatorBase.java:504)
```

(...)

java.lang.NullPointerException

```
com.swiveltechnologies.pinsafe.server.audit.AuditLogger.reloadConfiguration(AuditLogger.java:526)
com.swiveltechnologies.pinsafe.server.logging.PINsafeLogManager.initialize(PINsafeLogManager.java:268)
com.swiveltechnologies.pinsafe.server.config.Startup.startAllServices(Startup.java:151)
com.swiveltechnologies.pinsafe.server.config.Startup.setServletContext(Startup.java:265)
org.springframework.web.context.support.ServletContextAwareProcessor.postProcessBeforeInitialization(ServletContextAwareProcessor.java:100)
```

## 33.4 Transport deletion in Swivel 3.9.2

When a transport is deleted in Swivel 3.9.2 and a new one created an Error 500 message may be produced.

```
org.apache.xmlbeans.impl.values.XmlValueDisconnectedException
org.apache.xmlbeans.impl.values.XmlObjectBase.check_orphaned(XmlObjectBase.java:1212)
com.swiveltechnologies.xmlconfig.impl.LookupImpl.isSetValue(Unknown Source)
com.swiveltechnologies.pinsafe.server.config.ConfigurationListImpl.getLookup(ConfigurationListImpl.java:470)
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.setListElement(ConfigurationEditor.java:647)
com.swiveltechnologies.pinsafe.server.ui.ConfigurationEditor.executePost(ConfigurationEditor.java:317)
com.swiveltechnologies.pinsafe.server.ui.InterfaceServlet.doPost(InterfaceServlet.java:265) javax.servlet.http.HttpServlet.service(HttpServlet.java:637)
javax.servlet.http.HttpServlet.service(HttpServlet.java:717) filters.SetCharacterEncodingFilter.doFilter(SetCharacterEncodingFilter.java:125)
```

To overcome this issue the <path to Transient data>/conf/config.xml file can be edited, for an appliance this file is located in:

```
/home/swivel/.swivel/conf/config.xml
```

Backup the file before editing.

Stop Tomcat

Edit the file and look for the transport to be removed. Look for and remove <element readonly="true"> to </element> inclusively

Example:

```
<element readonly="true">
<string name="id" readonly="true" maxlength="32">
<value>TRANSPORT NAME TO REMOVE</value>
</string>
<string name="class" readonly="true">
<value>com.swiveltechnologies.pinsafe.server.transport.transport</value>
</string>
<long name="stringcount"/>
<boolean name="copytolalert"/>
<lookup name="alertgroup" lookup="groups" blank="repository_groups_no_group"/>
<lookup name="group" lookup="groups" blank="repository_groups_no_group"/>
<lookup name="attribute" lookup="attributes" blank="repository_attributes_none">
<value>phone</value>
</lookup>
</element>
```

Also look for the following

```
<group name="TRANSPORT NAME TO REMOVE" generated="true"> to </group> inclusively
```

Save the file

Start Tomcat

Test

## 34 iPhone authentication fails



### 34.1 Overview

The user enters a correct 4 digit PIN to retrieve the OTC but cannot login

### 34.2 Prerequisites

PINsafe 3.x

iPhone PINsafe Applet

### 34.3 Symptoms

User cannot login, the following RADIUS messages may be seen:

**RADIUS: <0> Access-Request(1) LEN=85 x.x.x.x:35989 Access-Request by username Failed: AccessRejectException:**

### 34.4 Solution

The user needs to enter the 4 digit OTC plus the digits listed after, including the comma. For Example:

8478,83

## 35 Java Class



### 35.1 Symptoms

Java Class Path errors may be seen

```
java.lang.NoClassDefFoundError: com/swiveltechnologies/pinsafe/server/radius/RadiusAccess (wrong name: com/swiveltechnologies/pinsafe/radius
```

### 35.2 Solutions

The Java Class path has changed between versions 3.5 and 3.6, when upgrading to 3.6 a new Java Class may be required, contact Swivel support.

PINsafe 3.5

<Path to Tomcat>webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/

Example: Unix /usr/local/apache-tomcat/webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/transport

PINsafe 3.6

<Path to Tomcat>webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/server

Example: Windows

C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\pinsafe\WEB-INF\classes\com\swiveltechnologies\pinsafe\server

Example: Unix /usr/local/apache-tomcat-5.5.20/webapps/pinsafe36/WEB-INF/classes/com/swiveltechnologies/pinsafe/server/transport

To set ownership use the command:

```
chown swivel:swivel <filename>
```

To give it the correct permissions use

```
chmod 664 <filename>
```

Restart tomcat for the files to take affect

Note: A Java class name cannot be changed as it is included in the file.

## 36 LDAP browser problems



### 36.1 Overview

PINsafe 3.6 onwards includes an LDAP browser. This document outlines problems related to its use.

### 36.2 Prerequisites

PINsafe 3.6 Active Directory or LDAP database

### 36.3 Symptoms and Solutions

#### 36.3.1 Novell LDAP Server only gives dots in browser window

This has been seen where the group is not part of the correct DN

#### 36.3.2 Browser limit exceeded

The LDAP folder contains more entries than the LDAP browser can read. PINsafe 3.6 and 3.7 has a limit of 1500 entries. To view more items than the PINsafe LDAP browser allows then try using a 3rd party LDAP browser product.

#### 36.3.3 LDAP Browser cannot find base Domain

This is commonly seen in AD where the base Domain for AD has not been set. This can be set manually. On the PINsafe Administration console select Repository/Groups then for the required Repository enter the base Domain. Example DC=swivelsecure,DC=com. Apply the settings then click on browse.

### 36.4 Further information

See [Error Messages#Synchronisation and LDAP \(Active Directory\) Errors](#)

## 37 Locked Account Issues





## 38 Overview

A Swivel account can be come locked when the maximum number of login attempts has been exceeded, by the administrator or the user has failed to change their PIN, see also [User-account is locked](#)

## 39 Prerequisites

PINsafe 3.x

### 39.1 Locked users vary between PINsafe Appliances

Swivel DR/Slave appliances may lock users and as these do not synchronise data they will remain locked on the DR/Slave until they are reset.

When using the Swivel appliance using the MySQL Database it may be possible that the PINsafe servers have become out of synchronisation. See [MySQL Database How To Guide](#)

### 39.2 Maximum login attempts different on Swivel Administration Consoles

If the maximum number of failed log attempts is set to a different number on each instance of PINsafe connecting to the same database, you will get different status results for the same underlying data held in the database.

### 39.3 SQL database query discrepancies

Locked user list shows some users as not locked

The locked user count will report not only those that are flagged as locked but those accounts that have more than the number of failed authentications. When the user who has exceeded the maximum login attempts but whose account is not marked locked, next tries to login, the account will be marked as locked.

## 40 Locked Account Messages not sent



### 40.1 Overview

Account lockout messages are not being sent to the helpdesk or service desk. When an account is locked a message should be sent by email.

### 40.2 Prerequisites

PINsafe 3.7

### 40.3 Symptoms

Account lockout is configured on the PINsafe Administration Console under Logging/SMTP, however when an account becomes locked, no message is sent to the configured address.

### 40.4 Solution

Either upgrade to PINsafe 3.8 or higher, or request a patch from Swivel Secure.

## 41 Log view error



### 41.1 Overview

Viewing the log file creates a Java error.

### 41.2 Prerequisites

PINsafe 3.5.2989

In some circumstances this can affect PINsafe 3.6

### 41.3 Symptoms

```
org.xml.sax.SAXParseException: An invalid XML character (Unicode: 0x0) was found in the CDATA section.net.sf.saxon.xpath.DynamicError: org.x
```

### 41.4 Solution

Options to solve the problem are:

- 1). Upgrade PINsafe
- 2). Delete the pinsafe.log file
- 3). set the Pinsafe log file to a small size (10k), and generate some log messages to move the invalid character to rotate to an older log file.

## 42 Mobile client login failure



### 42.1 Overview

The Mobile Phone Client (Swivlet) may fail to authenticate a user for a number of reasons. This article outlines some of the possible causes with solutions.

### 42.2 Prerequisites

PINsafe 3.x

Mobile Phone Client or Swivlet

### 42.3 Symptoms

User authentication fails

### 42.4 Solution

Check the PINsafe log for error messages

Is an error message displayed on the mobile phone?

Check the number of Security strings remaining for authentication

Have the current security strings been invalidated, this can be caused by downloading security strings to another phone, a new provision attempt was made but failed on a PINsafe 3.8 client.

Has the full security string plus nn or ,nn been entered by the user?

Has the access device been configured to use PAP RADIUS authentication, see [Mobile Phone Client RADIUS Authentication](#)

43 No alert transport attribute found for user



## 44 Overview

A user has a group where security strings are sent to, and an alert repository group where alert messages are sent to. These need to be defined or an error will occur when a security string or alert is sent to the user. See also [No transport defined for user](#).

## 45 Prerequisites

All Swivel versions



## 46 Symptoms

Error Message: No alert transport attribute found for user

## 47 Solution

Ensure that the user has a valid transport, i.e. telephone number or email address, see [View a Users Transport](#)

Ensure the data source attribute is correct, i.e. mobile for AD, phone for LDAP and XML, see [Transport Attribute](#)

Ensure the user has a transport group defined, see [Transport Configuration](#)

## 48 No transport defined for user



## 49 Overview

A user has a group where security strings are sent to, and an alert repository group where alert messages are sent to. These need to be defined or an error will occur when a security string or alert is sent to the user. See also [No alert transport attribute found for user.](#)

## 50 Prerequisites

All Swivel versions

## 51 Symptoms

Error Message: No transport defined for user

## 52 Solution

Ensure that the user has a valid transport, i.e. telephone number or email address, see [View a Users Transport](#)

Ensure the data source attribute is correct, i.e. mobile for AD, phone for LDAP and XML, see [Transport Attribute](#)

Ensure the user has a transport group defined, see [Transport Configuration](#)

53 NTP Settings are not saved





## 54 Symptoms

NTP settings are not saved, with message of **Specified time server not available. Time server not updated**

## 55 Solutions

Enter a valid contactable NTP server through the CMI

### 55.1 Swivel Appliance

The CMI makes a check to see if the NTP server can be contacted before it is added. If it cannot be added then it will not add the NTP server. The default entry for NTP is 130.88.212.143.

older CMI versions do not have NTP configuration but NTP servers can be added manually

Note: Do not change the timezone of a production system.

## 56 On Demand Delivery problems



## 57 Overview

On Demand Delivery allows an SMS to be sent to the user upon request. This should not be confused with the On Demand Authentication.

## 58 Prerequisites

Swivel 3.7

## 59 On Demand Delivery Issues

### 59.1 Only one security string or OTC is sent

On Demand Delivery will only send one security string or One Time Code.

### 59.2 Swivel 3.7 Dual Channel Delivery Message absent and message expires

Users may not receive a Dual Channel message or find that it is only valid for a limited time span.

Users have to have single channel rights as well as dual to use DCMMessage! Additionally, DCMMessage actually starts a session, in contradiction to the documented functionality. This means that if you request a string on demand, you only have 2 minutes to use it, rather than it being available for use indefinitely.

or apply the below patch

#### 59.2.1 Swivel Dual Channel On Demand Delivery patch Patch for Swivel 3.7

Download and extract the following patch [file](#)

Copy the patch file to:

```
<tomcat_root>/webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/server/session
```

For Swivel appliances set owner to swivel:swivel

Then restart Tomcat.

### 59.3 Other solutions

If this solution does not apply, see additional solutions here:

[SMS messages are not being sent](#)

[Transport problems](#)

## 60 Password Reset greyed out



### 60.1 Overview

PINsafe 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7

### 60.2 Prerequisites

PINsafe

### 60.3 Symptoms

Reset Password button is not selectable and greyed out on the PINsafe Administration console so the admin is unable to reset password.

### 60.4 Solution

If the Check password with repository option is enabled, then the reset password is greyed out and cannot be selected. XML users can have a default password which is entered into the PINsafe Db and can set a password in the Db, but they have no password in the XML Repository data source.

For further information see [Password How to Guide](#)

## 61 Password reset reminder error



### 61.1 Overview

A user is requested by a reminder to change their password. After changing their password, they receive one further reminder requesting them to change it again.

### 61.2 Prerequisites

PINsafe versions prior to 3.6.

### 61.3 Symptoms

User receives one unexpected password reminder after successfully changing their password.

### 61.4 Solution

The user can ignore the one subsequent password reminder received after changing their password

Upgrade to PINsafe 3.6 or later



## 62 Phone Number Format incorrect



### 62.1 Overview

Swivel 3.8 introduced the ability to reformat a mobile phone number from a data source such as Active Directory, for a user.

### 62.2 Prerequisites

Swivel 3.94854

### 62.3 Symptoms

Mobile telephone number prefix is incorrectly added or removed.

### 62.4 Solution

There is a bug affecting Swivel 3.9.4854 where the Active Directory prefix is not added for users. Upgrade to a more recent version of Swivel.

If a custom attribute is used, then it may not add/remove the prefix. Test with the Swivel attribute phone, which can be mapped to different LDAP attributes. This affects versions up to and including 3.9.5.

## 63 PIN numbers resent



### 63.1 Overview

Several circumstances can lead to PIN numbers being unexpectedly sent out to users

### 63.2 Prerequisites

Swivel 3.x

### 63.3 Symptoms

Pin numbers are unexpectedly sent out to users.

### 63.4 Solution

#### 63.4.1 Same PIN resent

When using multiple Swivel servers as in an Active/Active environment, ensure on each server that both have the same transport methods and attribute, otherwise each synchronisation could lead to a new message being sent as each the Swivel synchronises with the data source.

Changing the transport method for a user will send out a new alert to the user. If a users email address is changed, such as a domain name change, a new alert will be sent to the user. The PIN is resent and not changed. Ensure that the Transport has not changed for a user. Swivel 3.8 has an option that allows the resending of PIN numbers upon change of transport to be turned on or off as required. Note that this will remedy the symptoms, but investigation should be made into the cause as PIN delivery issues may result from an incorrect configuration.

#### 63.4.2 New PIN sent

If a users AD location changes within an AD server, then the account may be deleted and recreated, with the result a new PIN is sent out. Ensure that Ignore FQDN changes is set to yes to prevent this (upgrade older versions of Swivel if this is not present).

If a user is deleted and added back in again then a new PIN will be sent out. If a user is removed from the repository (AD, LDAP etc), and a synchronisation occurs then the user is deleted from Swivel, if the user is subsequently added back in again then the account is recreated and they will receive a new PIN. With Swivel 3.5 or higher the mark as deleted option can be used to prevent this by keeping the user information until purged.

PIN expiry can be set for users so that a new PIN is sent out when the current PIN expires, see [PIN Expiry How to Guide](#)

An Administrator or Helpdesk user may send out a new PIN number see [Resend](#) and [Reset](#), the user should receive a message to say that the PIN has been created.

A user can request a new PIN if they have forgotten their old PIN, see [ResetPIN How To Guide](#)

If a new Swivel database is created for users and the existing users are not migrated such as from the internal database, then new users will be created and new credentials sent out.

## 64 PINsafe Administration Console Absent



## 65 Overview

The Swivel Administration console cannot be accessed.

## 66 Prerequisites

Swivel 3.x

## 67 Symptoms

The Swivel administration console does not appear

## 68 Solution

1. Has an Administration console filter been applied? Check in <path to Tomcat>/webapps/pinsafe/WEB-INF/conf/ranges.xml, see [Filter IP How to Guide](#)
  2. Check Tomcat is running on the Swivel server. Through the [CMI](#) main Menu, ensure Tomcat is listed as running. If it is not select Tomcat then start. If it fails to start see [Tomcat problems](#).
  3. Check that the required port is available, from the command line use `netstat -an` (port may be listed as webcache), see [Command Line Access How to guide](#).
  4. Check local host firewall is not blocking access (Software installs check logs, appliances have the Administration port open unless port has been changed).
  5. Check Network device such as firewall is not blocking access.
  6. Is the Swivel server routable.
  7. Is a local proxy blocking access.
  8. Is the browser blocking self signed certificates.
  9. Is the URL correct, usually <https://IP:8080/pinsafe> or <http://IP:8080/pinsafe>.
  10. Is it an Active/Passive cluster and the IP address of the Passive server is being accessed.
  11. Does the Swivel server respond to a telnet on port 8080.
  12. Check the [Tomcat logs](#).
  13. Has the Swivel Application failed to start, see [Swivel does not start](#)
- If the Administration console is present but you cannot login then see [Cannot login to PINsafe admin console](#).

Example output from netstat and telnet commands

```
[admin@primary /]# netstat -an | grep 8080
tcp        0      0 0.0.0.0:8080          0.0.0.0:*             LISTEN
[admin@primary /]# netstat -an | grep 10000
tcp        0      0 0.0.0.0:10000         0.0.0.0:*             LISTEN
tcp        0      0 127.0.0.1:10000      127.0.0.1:34972       TIME_WAIT
udp        0      0 0.0.0.0:10000         0.0.0.0:*
[admin@primary /]# telnet localhost 8080
Trying 127.0.0.1...
Connected to localhost.localdomain (127.0.0.1).
Escape character is '^]'.
Connection closed by foreign host.
[admin@primary /]# telnet localhost 10000
Trying 127.0.0.1...
Connected to localhost.localdomain (127.0.0.1).
Escape character is '^]'.
Connection closed by foreign host.
[admin@primary /]#
```

## 69 PINsafe license contains an error



### 69.1 Symptoms

PINsafe license contains an error New license is not displayed in status page

### 69.2 Solutions

[Installing a license key](#)



## 70 PINsafe upgrade fails on MySQL appliance



## 71 Overview

After upgrading the Swivel server the Swivel admin console is not accessible.

## 72 Prerequisites

Swivel upgrade from 3.x to a higher version

Swivel Appliance

## 73 Symptoms

Swivel administration console cannot be accessed

error messages relating to MySQL tables PINSAFEM, PINSAFEO, PINSAFEK may be displayed

The following error message may be displayed:

```
type Exception report
message
description The server encountered an internal error () that prevented it from fulfilling this request.
exception
java.lang.NullPointerException
com.swiveltechnologies.pinsafe.server.session.AbstractSessionManager.createFakeSession(AbstractSessionManager.java:60)
com.swiveltechnologies.pinsafe.server.session.SessionQueue.createFakeSession(SessionQueue.java:39)
com.swiveltechnologies.pinsafe.server.user.LocalAuth.sessionStart(LocalAuth.java:840)
com.swiveltechnologies.pinsafe.server.ui.AdminLogin.doPost(AdminLogin.java:192)
javax.servlet.http.HttpServlet.service(HttpServlet.java:709)
javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
com.swiveltechnologies.pinsafe.server.filter.AdminConsoleFilter.doFilter(AdminConsoleFilter.java:135)
note The full stack trace of the root cause is available in the Apache Tomcat/5.5.20 logs.
```

The following error may be seen on the upgrade first access:

```
Exception occurred during database access, exception:
com.swiveltechnologies.pinsafe.server.user.database.DatabaseException: com.mysql.jdbc.exceptions.MySQLSyntaxErrorException: ALTER command de
```

subsequent errors may show the following:

```
com.swiveltechnologies.pinsafe.server.user.database.DatabaseException: com.mysql.jdbc.exceptions.MySQLSyntaxErrorException: Table 'PINSAFEO
```

## 74 Verifying through Webmin

Login to [Webmin](#) and select Servers, MySQL Database server, click on the pinsafe\_rep database, then the table PINSAFEK, tick Field name A then click on View Data and it will show the Swivel version.

## 75 Solution

Option 1: Reinstall the previous version of PINsafe.

Option 2: Edit the MySQL table to complete the upgrade.

Check that the user pinsafe has permissions set to all. Login to the Appliance webmin using <https://IP:10000>. Select Servers/MySQL Database, then from Global Options select User Permissions, if the pinsafe user does not have permissions All, then select the user pinsafe and then highlight all the permissions and click on Save. Check that the user pinsafe has permissions set to all.

Check to see if the pinsafe\_rep database has not upgraded. Login to the Appliance webmin using <https://IP:10000>. Select Servers/MySQL then from MySQL databases select pinsafe\_rep. Select the table PINSAFEK and then click on View Key. If the key has a value of the old PINsafe version (Example 3300 instead of 3500) then the database has not been upgraded correctly.

To complete the MySQL database upgrade carry out the following steps:

Login to the appliance through the command line

Enter MySQL command mode by typing mysql

then enter: use pinsafe\_rep;

then enter (where A=New PINsafe version number): update PINSAFEK set A=3500;

(NOTE: check with Swivel what the correct version number should be for more recent versions, for Swivel 3.10.4 the version should be 31040).

To exit the MySQL command mode enter: exit;

Example:

```
mysql
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 1661 to server version: 5.0.22-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use pinsafe_rep;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> update PINSAFEK set A=3500;
Query OK, 1 row affected (0.00 sec)
Rows matched: 1  Changed: 1  Warnings: 0

mysql> exit;
Bye
```

Check to see if the pinsafe\_rep database upgraded. Login to the Appliance webmin using <https://IP:10000>. Select Servers/MySQL then from MySQL databases select pinsafe\_rep. Select the table PINSAFEK and then click on View Key. If the key has a value of the new Swivel version then the database has been upgraded correctly.

## 76 Purge and Undelete buttons greyed out



### 76.1 Overview

The **Purge** and Undelete buttons are greyed out and cannot be selected

### 76.2 Prerequisites

Swivel 3.x

### 76.3 Symptoms

Cannot **Purge** users or cannot undelete users

### 76.4 Solution

To purge or Undelete users, the repository must be selected from the User Administration menu. Once the repository is selected then the purge, undelete and User Sync buttons are made available. See also **Purge does not work**.

## 77 Purge does not work



### 77.1 Overview

Removing Swivel deleted users using the Purge function fails.

### 77.2 Prerequisites

Swivel 3.5 onwards

### 77.3 Symptoms

Error Log Message:

0 users have been permanently deleted from <repository name> repository.

### 77.4 Solution

On the Swivel Administration console select User Administration. Select the repository from which users should be permanently deleted, ensure that *All Repositories* is not selected, then click on *Purge*. Select the State *Deleted* and verify if any deleted users are present. If deleted users are present, select the repository they are members of, click on *Purge*, click on *User Sync* then check the State again.

### 77.5 Known Issues

There is a bug in Swivel 3.6.3275, 3.7.3474 and 3.7.3727 that prevents deleted users being purged from the database. There is however a workaround by turning off the purge function so that the users will be removed straight away rather than being marked as deleted. To use the work around and remove all users that are not found in the repository:

On the Swivel Administration Console, select Repository, then the Repository name required. Set the "Mark users as deleted" option to No.

Then run a manual user sync, which will remove the deleted users. You can then turn the option back on as required.

Swivel 3.6 to 3.9.7, users with a \_ in their username could not be deleted. Upgrade to 3.10 or later to resolve this issue.

### 77.6 Troubleshooting

Check the Swivel logs

#### 77.6.1 Error Messages

**Exception occurred during database access, exception: java.sql.SQLException: Subquery returns more than 1 row**

When an Active/Active Swivel is out of synchronisation, the users may be marked as deleted on both Swivel instances and this may prevent them being purged. Ensure the databases are synchronised.



## 78 RADIUS



### 78.1 Overview

This page covers problems with RADIUS authentication. For further information on PINsafe and RADIUS see [RADIUS How To Guide](#)

### 78.2 Prerequisites

PINsafe 3.x

### 78.3 Errors

RADIUS authentication fails, the following log messages may be displayed:

AGENT\_ERROR\_BAD\_OTC or Failed Validation see [AGENT\\_ERROR\\_BAD\\_OTC](#)

Badly formed Attribute Block, Attribute at position see [Badly formed Attribute Block](#)

Does not have a NAS entry see [Does not have a NAS entry](#)

RADIUS server failed to start, error see [RADIUS server failed to start](#)

### 78.4 Other RADIUS issues

RADIUS FilterID returns username and not group see [RADIUS Filter ID](#).

It is not recommended to use channels that provide multiple security strings (i.e. Dual Channel, Mobile Phone Client or Swivlet/Swivlet.Net/iPhone app) with RADIUS protocols other than PAP. For details, see [RADIUS with multiple security strings](#).

## 79 RADIUS with multiple security strings



### 79.1 Problems using RADIUS with multiple security strings

You can have problems authenticating to PINsafe via RADIUS under the following circumstances:

- You are using a delivery method that provides multiple security strings (see note)
- You are using a RADIUS protocol other than PAP

To ensure authentication works in these circumstances, you should observe the following procedures:

- Always use ALL available strings, in the correct order. Do not skip strings.
- If you are having problems, request a new set of strings. This will invalidate old strings.

For those of you who insist on knowing **why** this happens, it is due to the way these protocols work. The PAP protocol sends the entered one-time code directly to PINsafe, so it is possible for PINsafe to interpret the code index and validate it correctly. Hence any one of the security strings not yet used can give correct results. Other protocols work by asking PINsafe for the correct one-time code for the user, and the NAS compares values itself. In these circumstances, there can only be one right answer, which must therefore be the next string that PINsafe has not already seen.

*NOTE: delivery methods that provide multiple security strings include Dual Channel (if the number of strings is > 1), Mobile Phone Client, Swivlet, Swivel.Net (Swivlet for Windows Mobile) and PINsafe iClient (Swivlet for iPhone).*

## 80 Red Cross



### 80.1 Overview

When trying to authenticate, an image is expected to show the security string, a confirmed message for SMS requests or index number. If the image cannot be viewed by the browser it generally appears as a box with a red cross.

### 80.2 Prerequisites

PINsafe 3.x using single channel authentication

PINsafe 3.x using confirmed message

PINsafe 3.x using Security String Index

### 80.3 Symptoms

Red Cross appears in place of image.

### 80.4 Solution

The following article covers [Image from PINsafe server absent](#)

## 81 Reset PIN



## 82 Overview

This document outlines several issues with resetting a users PIN

## 83 Prerequisites

Swivel 3.x

## 84 Symptoms

Admin or Helpdesk user cannot reset a users PIN number, the Reset PIN option is greyed out and not accessible.

## 85 Solution

### 85.1 Helpdesk users

Helpdesk users have security restrictions on the users whom they can change a PIN for, the alternative, resend PIN should be used instead. The following restrictions are in place:

- Helpdesk users cannot reset the PIN of a user with Admin rights
- Helpdesk users cannot reset the PIN of a Helpdesk user

In addition the following policies may apply:

- Helpdesk users may not be allowed to reset PIN numbers
- Helpdesk may only view members from the repository they reside in, unless the global helpdesk users option is enabled
- Helpdesk users may not be able to administer users from the local XML repository

To Enable/Disable Reset PIN for helpdesk users, on the PINsafe Administration console select Policy then General, and set the option; *Helpdesk can reset PINs* to No or Yes

### 85.2 Admin and Helpdesk users

If the account is marked as deleted, with a line through the username, then the options to Edit a PIN or Password will be greyed out and unavailable. The user should either be removed with [Purge](#) or reinstated with Undelete, see [User Administration How to guide](#).

### 85.3 Bulk Reset PIN

If large numbers of users are to be reset it may be possible to create New PIN numbers for users:

- Set a PIN Expiry for users, see [PIN Expiry How to Guide](#), this will affect all users
- Use the Swivel API, see [AdminAPI#Reset](#)
- Remove the users from the data source, sync, re add user to the data source, and sync again. This will recreate the user so [Dual Channel](#) and [Mobile Phone Client](#) strings are reset and their [Token](#) unallocated.
- Swivel have a Reset User PIN application, contact Swivel support.



## 86 Security String missing place holder 1234567890



### 86.1 Overview

This article describes how to overcome the issue of a missing placeholder within email messages containing security strings sent for dual channel authentication.

### 86.2 Symptom

Users are sent security strings by email (SMTP Transport), but the place holder ('1234567890') is missing.

### 86.3 Prerequisites

- This issue has been found in PINsafe version 3.8.4256
- Download the [replacement SMTP Transport class](#) here.

### 86.4 Solution

Upload the replacement SmtptTransport.class file using WinSCP (if using a PINsafe appliance). For more information on WinSCP, see the [WinSCP How To Guide](#).

If using a PINsafe appliance, replace the existing version of the file here:

/usr/local/tomcat/webapps/pinsafe/WEB-INF/classes/com/swiveltechnologies/pinsafe/server/transport/SmtptTransport.class

If you are using a software-only installation of PINsafe, replace the existing version of the file here: <PINsafe

Instance>\WEB-INF\classes\com\swiveltechnologies\pinsafe\server\transport\SmtptTransport.class

Where <PINsafe Instance> is specific to your Apache Tomcat install location. Typically this would be something like: C:\Program Files\Apache Tomcat\webapps\pinsafe\

Restart Tomcat after replacing the file.

### 86.5 Next Steps - Testing

Send a new security string to the user. You should now find that the placeholder is sent along with the security string.

## 87 Security Strings are not being sent



### 87.1 Symptoms

Dual Channel Security Strings are not being sent

Dual Channel Security Strings are not being received by users

Dual Channel Security String is received but there is no security string

### 87.2 Solutions

[Resolving Security String Issues](#)

## 88 Security Strings regularly resent



### 88.1 Overview

The user is regularly resent their security strings

### 88.2 Prerequisites

PINsafe 3.x

### 88.3 Symptoms

Each time PINsafe synchronises, the security strings are sent out to the user.

### 88.4 Solution

Usually this is caused by multiple PINsafe servers synchronising, and each having different transport details for users. See [Security Strings Resent](#)

# 89 Security Strings Resent

## 89.1 Overview

The user is regularly resent their security strings

## 89.2 Prerequisites

Swivel 3.x

## 89.3 Symptoms

Each time Swivel synchronises, the security strings are sent out to the user.

## 89.4 Solution

Swivel will re-send security strings if the transport definition has changed. Up to version 3.6, this means that either the transport name or the phone number has changed. In 3.7, it only resends if the number has changed. In 3.8, Swivel can optionally disable this behaviour, so new strings are never sent to existing users on sync.

If multiple Swivel servers are synchronising data into a database, then a misconfiguration of the transport can lead to a users transport changing each synchronisation, thus credentials are resent each time. Verify on each instance of Swivel that the configurations are correct. Turning off the option to resend security strings when the transport changes will prevent the resend, but may cause issues with the incorrect transport.

## 90 Send Errors cannot be set



### 90.1 Overview

PINsafe allows system errors to be sent to an address. In PINsafe 3.7 this feature was enhanced with trigger levels set for sending of errors. The *Send errors* option has been deprecated.

### 90.2 Prerequisites

PINsafe 3.7

### 90.3 Symptoms

On the PINsafe Administration Console, under the Logging SMTP screen, it is not possible to set the *Send errors* option.

### 90.4 Solution

Instead of setting the *Send errors:* to Yes or No, set the *Email trigger:* to the required level for sending system errors. When configured click on Apply to save the settings.

## 91 Send String



### 91.1 Overview

The Send String feature allows the helpdesk or administrator to send the user a new dual channel security string, by selecting the required user and clicking on send string.

### 91.2 Prerequisites

PINsafe 3.7

### 91.3 Symptoms

PINsafe 3.7.3474: On the Pinsafe Administration Console User Administration page, when the View is set to *Group* or *Transport*, the send string button is missing for users.

### 91.4 Solution

Select the view *Rights* then select the required user. The Send String button will be present

92 SMS messages are not being sent



## 93 Overview

Problems encountered with sending SMS messages



## 94 Prerequisites

Swivel 3.x

## 95 Symptoms

The user does not receive an SMS message

Useful troubleshooting information:

Was the transport working previously, then stopped?

What are the Swivel errors?

Swivel version?

Any custom transports?

## 96 Solution

### 96.1 Networking

Is the [SMS](#) gateway contactable through http/https

Is DNS working, can the gateway be resolved by using NSlookup

Is there a firewall blocking access, can the logs be verified

Is a proxy blocking http/https access

The following message is seen when the host to which messages are being sent, cannot be found:

```
WARN SMS_Transport message sending failed, error: java.net.UnknownHostException:
```

### 96.2 Swivel

Check the Swivel logs

Is the user a Dual Channel user. If the user is not a dual channel user then they will have no transport listed under view transports in the User Administration.

Does the user have a valid mobile phone

Is there a no valid transport for user message - requires transport to be setp for user

Is the LDAP path name to AD or LDAP data source correct

Has the correct transport attribute been set under Transport/Attribute see [Transport\\_Attribute](#)

Is the user a member of a group configured with a transport

If it is a custom transport class, has it been installed or copied accross in an upgrade

The NHS mail transport had a bug whereby the timeout value was incorrectly set to read milliseconds rather than seconds. A value of 20 seconds required a setting of 20000.

To remove messages from the message queue see [Message Queue Removal](#)

Is the telephone number format correct? try without spaces, without special characters, with/without country code, with or without a +. If some users are working and some are not, then check the telephone numbers that they are using.

If no users are receiving sms messages the transport queue may have a problem, try restarting Tomcat or rebooting.

If Multiple Security Strings are being used, then the user will need to use these additional security strings first before a new [SMS](#) is sent, see [Multiple Security Strings How To Guide](#).

### 96.3 SMS provider

Are there credits to send [SMS](#)

Is the [SMS](#) network functioning

Check the SMS provider logs

Is the [SMS](#) message too long, try sending an SMS of a short length and compare against one with a longer length, more security strings etc.

### 96.4 GSM Modems

If using a GSM modem is there a signal

Is the GSM modem switched on

If the message overwrite is enabled, try disabling it

see [GSM Modem How To Guide](#)

### 96.5 Mobile/Cell Phone issues

Is the user in an area of coverage

## 97 Swivel Account Inactive



## 98 Overview

Swivel can be set to lock accounts that have not been used for a specific period of time. The Swivel logs show one to many Swivel Account Inactive Messages. Users may receive Swivel Account Inactive Emails.

## 99 Prerequisites

Swivel 3.x

# 100 Inactive Users

The Swivel logs may show one to many Swivel Account Inactive Messages. Users may receive Swivel Account Inactive Emails.

One or more Swivel accounts may become locked in the status or User Administration page.

## 100.1 Inactive Users Configuration

**Inactive account expiry (days):** default: 0. The number of days after which the account will be locked if it is not used.

Account expiry is a global setting on the Swivel Administration console under Policy/General. If account expiry is not required then it can be set to 0 days for no expiry. locked accounts should be unlocked as required. Account Expiry time is counted from the date that the account will expire. For example if it is set to 100 days, on day 100 the account will be locked. If a user has an alert set, they will receive a notification of the account being locked. If account expiry is set then a large number of account may be expired at one time if they have not been used.

If the expired number of days is changed then it will apply to the users since their last login date rather than since the account expiry change date. Users who have exceeded this value will be locked at the next inactive account check.

The Inactive time is counted from when the account was created, unless the user logs in when the inactive time is reset. If an account is unlocked then the inactive time is NOT reset, and will be locked at the next inactive account check.

**Account inactive warning (days):** default 0. The number of days to warn the user in advance of account expiry.

This is set under Transport/[User Alerts](#). If the Account inactive warning is set to 10 days and the Inactive account expiry is set to 100 days, then the user will start to receive inactive account warning messages after 90 days of inactivity.

**Inactive user check:** default: Every day at 11.00. How often the users are checked for inactive users.

This is set under which is configured under server/jobs. When the inactive server job runs, the accounts are processed to see which ones should be locked, and a message is sent to the user. If Account expiry is set it will be resent every time there is a check (default daily) until the account is marked as inactive. To have it sent less often, change how often it is run. For further information on custom schedules see [Schedule](#).

## 101 Implementing Inactive Account Expiry

If this feature is enabled on an existing system, then at the next inactive account expiry check, any accounts that have not been used and exceed the inactive account expiry setting, will become locked.



## 102 Swivel does not start



## 103 Overview

Swivel does not start

## 104 Prerequisites

Swivel 3.x

## 105 Symptoms

The Swivel administration console does not appear.

## 106 Solution

A previous administration task may have caused issues that only become apparent when Tomcat is restarted, such as new certificates, data import.

Was an upgrade attempted, try restarting Tomcat.

Is the disk space full, see [Appliance Disk full](#).

Check the [Tomcat logs](#).

Is Tomcat running? see [Tomcat problems](#).

For Swivel appliances check for a [Lock File](#).

Is the Appliance database running, usually MySQL for HA appliances.

If Swivel is running but the Administration console is not accessible see [PINsafe Administration Console Absent](#)

Check the catalina.out file for database errors. Appliances /var/logs/catalina.out.

Swivel fails to start after an import of user data, see [PINsafe upgrade fails on MySQL appliance](#)

# 107 Symptoms

symptoms with the solutions, to common issues.

## 107.1 A Symptoms Template

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

## 107.2 Symptoms

Active Directory users are not syncing  
Additional messages sent  
Admin user missing  
Agent and NAS entries incorrectly displayed  
AGENT\_ERROR\_NO\_SECURITY\_STRINGS  
Appliance Disk full  
Appliance will not boot  
Backups not being made on appliance  
Backups take a long time on appliance  
BUTton Image reverts back to TURING Image  
Cannot add PINsafe users  
Cannot login to PINsafe admin console  
Case Sensitive Username  
ChangePIN fails for user  
Email Address does not change for user  
Email loses carriage returns  
Email Messages not sent  
Email of account details regularly resent  
Email or SMS with security string unexpectedly received  
Error  
GINA fails to display image  
GSM Modem problems  
Heartbeat issues  
HTTP Status 500  
Inactive Account  
iPhone authentication fails  
Internet Explorer will not login to Webmin  
Java Class problems  
LDAP browser problems  
Locked Account Issues  
Locked Account Messages not sent  
Log view error  
Mobile client login failure  
No alert transport attribute found for user  
No transport defined for user  
NTP Settings are not saved  
On Demand Delivery problems

Password Reset greyed out

Password reset reminder error

Phone Number Format incorrect

PIN numbers resent or periodically resent to users

PINsafe Administration Console Absent

PINsafe license contains an error

PINsafe upgrade fails on MySQL appliance

Purge does not work

Purge and Undelete buttons greyed out

RADIUS problems

Red Cross instead of TURing or other image

Reset PIN Option greyed out

Security Strings are not being sent

Security Strings regularly resent

Security String missing place holder 1234567890

Send Errors cannot be set

Send String button missing

SMS messages are not being sent

Swivel does not start

Swivlet login failure

Time incorrect

Tomcat problems

Transports absent after upgrade

Transport Attribute nil attribute but is not nillable

Transport fails after upgrade

Transport method already used

Transport problems

Transport Queue Locked

Turing Image absent

Turing Image slow

User does not have an associated alert transport

User login fails

User Missing or repositories not displaying users correctly

User Sync Button is not displayed or greyed out

User view limited to 1000

VGA port does not work

View Strings security string invalid

VIP problem

## 108 Symptoms Template



### 108.1 Overview

This is an example symptoms template. In this section you must detail what the solution addresses in brief.

### 108.2 Prerequisites

In this section you must detail the version(s) that this particular solution applies to, as well as Database/Directory authentication integration products that are relevant.

### 108.3 Symptoms

List the symptoms from the symptoms database that this solution applies to. If a symptom doesn't exist, add it to the database and append to any solution articles that would share the new symptom.

### 108.4 Solution

Clearly detail how to fix the solution in a simple manner.



## 109 Time incorrect



### 109.1 Overview

The appliance or Swivel logs display the incorrect time.

### 109.2 Prerequisites

Swivel 3.x

### 109.3 Symptoms

Logs may display an incorrect time.

### 109.4 Solution

Time on an appliance is based upon the timezone. The appliance is shipped set to GMT. The Swivel Administration console log viewer automatically adjusts to the client time, so events in the log will be shown as local time, not appliance time. This may mean that log data when viewed on systems in differing timezones, the log data may display differing times.

If time is drifting use Network Time Protocol, see [NTP servers](#)

For Time issues on [Hyper-V](#)

For information on changing Time see [Date How to guide](#)

## 110 Tomcat problems



## 111 Overview

Tomcat Problems

## 112 Prerequisites

Apache Tomcat

## 113 Symptoms

Tomcat will not start or stops

## 114 solutions

Check the [Swivel and Tomcat logs](#)

Check appliance disk space, a lack of disk space may stop Tomcat from starting

Is there a Swivel filter stopping access from certain IP addresses, see [Filter IP How to Guide](#)

A process to monitor Tomcat on appliances is detailed here [MON Service Monitor How to guide](#)

Check that the Java path is correct and that Java and Tomcat are both either 32 bit or 64 bit but not mixed.

### 114.1 Tomcat will not start

Check the logs as given above.

Check to see that there are no other applications that are using port 8080 or have installed an Apache Tomcat Webserver. Use netstat -b to see which ports are being used.

Database is not running. For appliances check that MySQL is running where used.

Is /var/log/tomcat present, if the folder is missing on a Swivel appliance then Tomcat may not start.

Check the entries in /etc/hosts, specifically localhost

Was a new certificate applied and Tomcat not restarted previously, if so investigate the certificate.

### 114.2 Tomcat Stopping

See [Tomcat stops after logout out of CMI](#)

Ensure that the Tomcat Webapps folder does not have multiple instances of Swivel that have been copied from the installed pinsafe 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.

If a Stack trace is produced, try logging back into the status page [http://<Swivel\\_IP>:8080/pinsafe](http://<Swivel_IP>:8080/pinsafe). If this is not available then check the [Tomcat logs](#) for any errors. See specific problems relating to Tomcat at **Tomcat problems**. See Also [Transport Attribute nil attribute but is not nillable](#).

If an external database is being used such as MySQL on an appliance, and the database is not available, such as MySQL is not running then it can produce a stack trace error during Swivel Administration login.

### 114.3 Tomcat Starts but Swivel not available

Swivel 3.8 onwards may display a pinsafe/error page, earlier versions may show that the login page is not available. This can be caused by:

- Corrupt config.xml - check the file size of the config.xml file.
- Database is not running. For appliances check that MySQL is running where used.
- Unusual characters or corrupted logs may make the Swivel application unavailable, see [Log how to guide](#).

# 115 Transport Attribute nil attribute but is not nillable

## 115.1 Overview

Apache Tomcat fails to start, due to a transport attribute bug.

## 115.2 Prerequisites

PINsafe 3.x with custom attribute values

## 115.3 Symptoms

PINsafe fails to start

PINsafe server is not available

Users cannot authenticate

PINsafe Administration console is not available

## 115.4 Solution

Clear and Concise solution

The following error messages may be seen in catalina.out

**ERROR: XML validation of "/usr/local/tomcat/webapps/pinsafe/WEB-INF/conf/config.xml" failed, error: Element has xsi:nil attribute but is not nillable in element map@<http://swiveltechnologies.com/xmlconfig>, line: <value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns="http://swiveltechnologies.com/xmlconfig"/>.**

**ERROR: XML validation of "/usr/local/tomcat/webapps/pinsafe/WEB-INF/conf/config.xml.old" failed, error: Element has xsi:nil attribute but is not nillable in element map@<http://swiveltechnologies.com/xmlconfig>, line: <value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns="http://swiveltechnologies.com/xmlconfig"/>.**

This is caused by additional Transport Attributes being created without group entries. To resolve the issue:

stop Tomcat

backup the config.xml file,

locate the entry which contains the line <value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"/> and remove the required Transport Attribute from <element> to </element>

Example:

```
<element>
  <string name="name">
    <value>Mobile</value>
  </string>
  <map name="attribute" server="LDAP server">
    <value>Mobile</value>
  </map>
  <map name="attribute" server="local_primary">
    <value xsi:nil="true" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"/>
  </map>
</element>
```

## 116 Transport fails after upgrade



### 116.1 Overview

PINsafe 3.1, 3.2, 3.3, 3.4, 3.5 is upgraded to 3.6 or higher and the custom transport ceases to work.

### 116.2 Prerequisites

Upgrade of PINsafe to 3.6 or higher

### 116.3 Symptoms

Custom transport fails

### 116.4 Solution

The PINsafe transports in 3.1, 3.2, 3.3, 3.4, 3.5 are not compatible for use in PINsafe 3.6 or higher. If a custom transport is required for use in a PINsafe 3.6 system, please contact Swivel Secure Support for an updated version.



## 117 Transport method already used



### 117.1 Overview

A new Transport is required to be created for a group of users, but the transport required is already used by another group.

### 117.2 Prerequisites

PINsafe 3.x

### 117.3 Symptoms

transport required is already used by another group.

### 117.4 Solution

[Transport Configuration](#)

## 118 Transport problems



### 118.1 Overview

This details some of the issues commonly associated with PINsafe transport methods

### 118.2 Prerequisites

PINsafe 3.x

### 118.3 Symptoms

Security strings or alerts are not received, or sent by incorrect methods

### 118.4 Solution

Users may belong to multiple groups, but only one transport is used. The first transport that PINsafe finds is used for that user. To resolve this ensure careful specification and definition of user groups.

Check a users transport settings under User Administration by selecting View then Transport.

See Also:

[Transport Configuration](#)

[Resolving Security String Issues](#)

[SMS messages are not being sent](#)

[Transport fails after upgrade](#)

[SMS Timeout](#)

## 119 Transports absent after upgrade



### 119.1 Overview

After upgrading from Swivel 3.9.2 or earlier to 3.9.6 or higher, the transports listed for users under User Administration may be empty.

### 119.2 Prerequisites

Swivel 3.9.5 or earlier

### 119.3 Symptoms

The transports under User Administration may be empty.

### 119.4 Solution

A synchronization is required to populate the Attributes table, which are now used in Swivel 3.9.6 onwards. Users of Swivel version 3.9.2 will already have the attribute tables. From the User Administration select the required Repository, then click on User Sync.

Existing Transport tables will continue to exist.

See Also [Transport problems](#)

## 120 Turing Image absent



### 120.1 Overview

TURing image is not displayed

### 120.2 Prerequisites

Swivel 3.x

### 120.3 Symptoms

The TURing image is not visible to the user

### 120.4 Solution

Check the Swivel logs, the client logs and the logs for the device being connected to.

1. Is the Swivel Administration Console also absent, see [Swivel does not start](#)
2. Check Tomcat is running on the Swivel server or virtual or hardware appliance, see [Tomcat problems](#)
3. Is there a *session Start* message for that user in the swivel logs?
4. Check that the required port is available, netstat -an (port may be listed as webcache)
5. Check local host firewall is not blocking access
6. Check Network device such as firewall is not blocking access
7. Is the Swivel server or virtual or hardware appliance routable
8. Is a public NAT required
9. Is a hostname or IP address used, is the DNS entry correct
10. Is a local proxy blocking access
11. Clear the local browser cache
12. Does the Turing require a randomised number to generate a unique URL
13. Is the browser blocking self signed certificates, has the certificate expired, is the certificate not recognised the the CA, is the certificate issued to the correct hostname? See also [SSL Solutions](#)
14. Is the browser blocking http access from an https redirected login page (for IE see [\[1\]](#))
15. Is the URL correct
16. Is it possible to generate a single channel image from inside or outside the network by directly requesting it:
17. Are animated images being used with older versions of java, try without the animated images.
18. Are file permissions and ownerships incorrect [Permissions and Ownership](#).
19. If using Internet Explorer 9, test with compatibility mode enabled

For a virtual or hardware appliance

`https://<IP ADDRESS>:8443/proxy/SCImage?username=test`

For a software install

`http://<IP ADDRESS>:8080/pinsafe/SCImage?username=test`

If a red cross is visible where the image should be, then clicking on the red cross and then properties can give further information. Pass this information to Swivel Secure support for troubleshooting.

#### 120.4.1 Error Messages

**RADIUS: <0> Access-Request(1) LEN=192.168.0.1:1001 Access Request by username Failed: AccessRejectException:  
AGENT\_ERROR\_NO\_SECURITY\_STRINGS**

This can be seen where a user is attempting a single channel authentication, but the single channel request has not reached Swivel.

## 121 Turing Image slow



### 121.1 Overview

TURing image is slow in appearing

### 121.2 Prerequisites

Swivel 3.x

### 121.3 Symptoms

The Turing image slow to appear, or appear slow on the first request and are fast to appear thereafter

### 121.4 Solution

This issue is almost always caused DNS, and ensuring that correct DNS entries and servers are used, usually resolves the problem. Check the System logs - Has a Single Channel Session been started for the user, possible reasons for slow images are;

1. DNS
2. Certificates
3. Load balancing, such as DNS round robin
4. An internal Certificate Authority has been moved or removed and it is reaching a time out value looking for the CA.

# 122 Unlock User Fails



## 122.1 Overview

Unable to unlock users marked as inactive.

## 122.2 Prerequisites

PINsafe 3.5-7, HA pair active-active appliances.

## 122.3 Symptoms

A user (or several users) has been marked as inactive on a HA pair of PINsafe appliances, but clicking on the Unlock button under User Administration has no effect.

## 122.4 Solution

This problem can occur only in an active-active HA pair of appliances, and only if a user has not previously been marked as inactive. It happens because both servers simultaneously set the user as inactive, and the database replication results in the user having two inactive flags. This problem should not happen in PINsafe 3.8, but may occur if a server has been upgraded from an earlier version to 3.8.

There are two parts to this solution: unlocking the problem user, and preventing it from happening (again).

To unlock the user(s), you will need to modify the PINsafe database directly. Take great care when doing this that you apply only the changes list here.

First of all, you need to access Webmin on the appliance console. In a web browser, go to the URL `https://<pinsafe_ip>:10000`, where `<pinsafe_ip>` is the IP address of the primary PINsafe appliance. It is recommended that you use the actual appliance IP address, rather than the virtual IP or host name. For security reasons, the credentials you need to enter to access Webmin are not listed here (it is recommended that they should be changed from the default anyway). If you are uncertain of the credentials, please contact Swivel Secure support.

Now in the menu select "Servers" and then "MySQL Database Server". From the database list, select `pinsafe_rep`. On the next page, click "Execute SQL".

First of all, you need to identify the user number of the problem user. Enter the following command in the text box:

```
SELECT G, C FROM PINSAFEJ WHERE C='username';
```

Replace 'username' with the name of the problem user. You must include the single quotes. Click Execute. You should see the username preceded by a number. Make a note of that number.

Now click "Return to Execute SQL form" and enter the following command:

```
SELECT * FROM PINSAFEN WHERE A=NNN AND C=12;
```

Here, replace NNN with the user number identified in the previous statement (no quotes this time). You will probably see two entries listed. If you don't, then your problem cannot be resolved by this solution. Contact Swivel support or your reseller for further help.

Assuming that you do see two entries, you now need to delete them, as follows:

Click "Return to Execute SQL form" and enter the following command:

```
DELETE FROM PINSAFEN WHERE A=NNN AND C=12;
```

Again, replace NNN with the user number identified in the previous statement. Be careful when executing this command, as it modifies the database, so be sure that you have the right command.

The user should now be reactivated. You will need to refresh the User Administration page in PINsafe, if you have it open, to see the result. If the user was locked as well as inactive, you will still need to click Unlock, but this time it should work.

Note that, unless the user logs in successfully before the next check for inactive users, they will become inactive again, so advise the user to log in as soon as possible.

To prevent this problem happening any more, you will need to ensure that the Inactive Users Check is run at different times on the two servers, or preferably, do not run it at all on the secondary server.

Go to Server -> Jobs on the primary server and note the schedule for Inactive User Check. Now go to the same page on the secondary server. Set Inactive User Check to Never, or to a time at least 30 minutes different from the primary.

**123 User does not have an associated alert transport**





## 124 Overview

A user has a group where security strings are sent to, and an alert repository group where alert messages are sent to. These need to be defined or an error will occur when a security string or alert is sent to the user.

## 125 Prerequisites

All Swivel versions

## 126 Symptoms

Error Message: Sending alert to user "test" failed, error: The user does not have an associated alert transport.

## 127 Solution

Ensure that the user has a valid transport, i.e. telephone number or email address. Under Transport/General, check that the appropriate transport has a group selected for Alert Groups.

Ensure the data source attribute is correct, i.e. mobile for AD, phone for LDAP and XML. See [Transport Attribute](#)

Ensure the user has a transport group defined for alert, see [Transport Configuration](#)

A user may only have one alert transport and one security string transport. If the user has been defined in more than one group each with transports, it may be possible that the required transport is not selected for that user. Verify group membership.

If some users do not have a transport (i.e. mobile phone number or email address), then consider creating a separate group for them that does not send out the alert message, or alternatively a dummy email or mobile number could be set. **Note:** Swivel will attempt to send the message to this Email or SMS so it should be carefully selected.

Note: After making changes run the User Sync so that the changes are registered for the user.

For further information see and [Transports How To Guide](#)

# 128 User login fails



## 128.1 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

## 128.2 Prerequisites

Swivel 3.x

## 128.3 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.**

## 128.4 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)

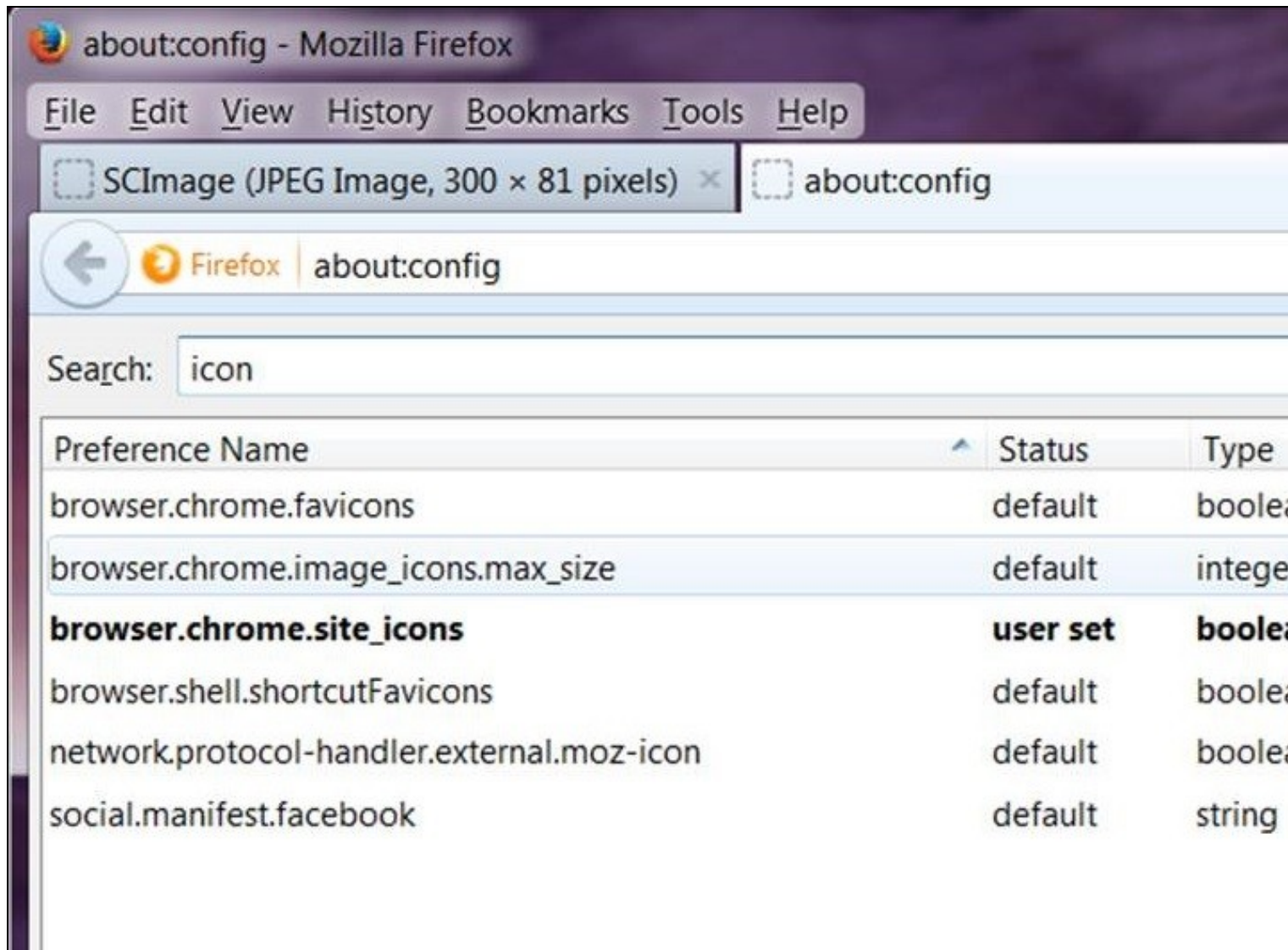
Was a single channel Image session started? A single channel session takes precedence over dual channel, and once started will expect a single channel login until it times out (default 120 seconds) see [Session Cleanup](#)

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.



**129 User Missing**



## 130 Overview

One or more users are missing in the Administration page



## 131 Prerequisites

Swivel 3.x

## 132 Symptoms

When viewing the user administration one or more users are missing. The users may be viewed when carrying out a username search.

## 133 Solution

Check the Swivel logs for repository synchronisation errors

Ensure correct user repository has been selected

Ensure filter is correct when used.

Ensure correct state is used

Number of users may have been exceeded in page view settings Max No of Users, and Users per page

If using Swivel 3.5 a bug exists that stops some users being displayed correctly, upgrade PINsafe

For AD synchronisation see [Trusted\\_Domains\\_in\\_Active\\_Directory](#)

The user may already exist in another repository

The user may have been imported but not have the correct attribute where multiple attributes are being used, verify that the required attributes such as UPN, SAM, email are all correct in the data source.

## 134 User sync button not available



### 134.1 Symptoms

There is no User Sync button

### 134.2 Solutions

- Check the [How to initially configure PINsafe](#) is complete;
- Ensure Mode is set to Synchronised;
- Ensure required repository is selected instead of All Repositories, Example: On the Swivel Administration Console, select User Administration, select under Repository, the name of the repository that should be synchronised;
- If using Swivel version 3.6.3339 there is a bug that prevents the User Sync button appearing, upgrade to a later version of Swivel.

# 135 User sync stops working

## 135.1 Overview

This article describes various workarounds available in the event that the either the scheduled User Sync jobs fail to complete or a manual User Sync does not appear to work. The problem can exist at various levels.

For instance, if you notice that just Active Directory is having problems synchronising, or that errors are specific to Active Directory are prevalent then see [Active Directory users are not synching](#).

Alternatively if it is obvious that you are getting no synchronisation output in the Log Viewer whatsoever, then you need to consider taking the actions described in this article.

## 135.2 Prerequisites

- Swivel version 3.7 or lower;

## 135.3 Symptoms

- Issue contained to just one Apache Tomcat instance running PINsafe;
- User sync attempts appear not to work - no additional entries in the PINsafe logs other than a statement that the User Sync has been carried out when an Administrator clicks the User Sync button, or the scheduled sync attempts to run.

## 135.4 Cause

In Swivel versions prior to version 3.8 there was an unhandled exception which caused multiple user sync requests to pile-up on rare occasion. Any subsequent attempt to sync would not be actioned.

## 135.5 Solution

The solution is fairly simple in nature, but consideration needs to be taken where a High Availability Swivel implementation is employed.

### 135.5.1 Single Swivel instance

- Restart Tomcat to eliminate the issue.

### 135.5.2 HA Swivel instance

- If using a Virtual IP, stop Heartbeat on the Standby (assuming that the Primary currently holds the Virtual IP);
- Restart Tomcat on the Primary;
- Start Heartbeat on the Standby;

You should find that these solutions will eliminate the issue.

## 135.6 Long Term Solution

It is recommended that you upgrade to a more recent version in order to take advantage of the improved User Sync functionality.

## 136 User view limited to 1000



### 136.1 Overview

PINsafe 3.4 and 3.5 limited the number of users that could be viewed to 1000. Different users could be loaded by selecting different viewing criteria.

### 136.2 Prerequisites

PINsafe 3.4, 3.5

### 136.3 Symptoms

User view restricted to 1000 users.

### 136.4 Solution

Select different filters to view required users

Upgrade to version 3.6 which allows up to 100,000 users to be viewed at one time

## 137 VGA



### 137.1 Overview

No display through the VGA port on DELL appliance.

### 137.2 Prerequisites

Swivel DELL appliance

### 137.3 Symptoms

No display through the VGA port on DELL appliance.

### 137.4 Solution

Use the DRAC card VGA port located in the PCI slot

## 138 View Strings



### 138.1 Overview

PINsafe Helpdesk and Administrators can view a users security strings.

### 138.2 Prerequisites

PINsafe 3.8

### 138.3 Symptoms

Dual Channel security strings from the View Strings fails to authenticate a user.

### 138.4 Solution

If dual channel on demand is enabled, any new string you generate from this page (as dual channel) is not retained, so cannot be used for authentication. Single channel strings displayed on this page should work, however.

See [View Security Strings How To Guide](#)



## 139 VIP problem



### 139.1 Overview

The VIP does not work

### 139.2 Prerequisites

Swivel appliance 2.x

### 139.3 Symptoms

The VIP address is not allocated or does not fail across.

### 139.4 Solution

Ensure that Heartbeat and Mon are set to start on boot. On the [CMI](#) set the default running processes to Yes for Heartbeat and Mon.

For further troubleshooting issues see [Heartbeat issues](#)