Copies of PINsafe in Webapps folder

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Overview

The backup process for some PINsafe versions described making a copy or moving the pinsafe folder within webapps, this can lead to problems as Tomcat may treat them as new instances of pinsafe. They should instead be moved out of the webapps folder.

Note making a copy of PINsafe in the webapps folder is not the same as installing a multiple instances of PINsafe in the webapps folder.

Prerequisites

PINsafe 3.x

Symptoms

Additional messages sent

RADIUS server failed to start

Authentications are not logged in PINsafe server

ChangePIN successful but user cannot login with new PIN

ResetPIN successful but user cannot login with new PIN

Changes in Administration console are not refelected in PINsafe

Solution

Stop Tomcat

Move all instances of pinsafe that are not required out of the webapps folder

Start Tomcat