

# Does not have a NAS entry

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## Overview

Does not have a NAS entry, is seen in the PINsafe log.

## Prerequisites

PINsafe 3.x

## Symptoms

RADIUS: <0> Access-Request(1) LEN=45 x.x.x.x:7423 Packet DROPPED: Source IP address [x.x.x.x] does not have a NAS entry.

## Solution

An authentication device is attempting to make an authentication device against the PINsafe server. No NAS entry is present for the device to authenticate. To allow access to the authentication device, under the PINsafe RADIUS/ NAS settings create an entry for the authentication device which will be making RADIUS requests against the PINsafe.