

Email of account details regularly resent



Contents

- [1 Overview](#)
- [2 Prerequisites](#)
- [3 Symptoms](#)
- [4 Solution](#)

Overview

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

Prerequisites

PINsafe in A/A HA mode

Symptoms

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

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](#)