IPhone authentication fails

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Overview

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

Prerequisites

PINsafe 3.x

iPhone PINsafe Applet

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:

Solution

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

8478,83