

# Mobile client login failure



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## 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.

## Prerequisites

PINsafe 3.x

Mobile Phone Client or Swivlet

## Symptoms

User authentication fails

## 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](#)