

# PINsafe Administration Console Absent



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## Overview

The Swivel Administration console cannot be accessed.

## Prerequisites

Swivel 3.x

## Symptoms

The Swivel administration console does not appear

## Solution

1. Has an Administration console filter been applied? Check in <path to Tomcat>/webapps/pinsafe/WEB-INF/conf/ranges.xml, see [Filter IP How to Guide](#)
2. Check Tomcat is running on the Swivel server. Through the [CMI](#) main Menu, ensure Tomcat is listed as running. If it is not select Tomcat then start. If it fails to start see [Tomcat problems](#).
3. Check that the required port is available, from the command line use `netstat -an` (port may be listed as webcache), see [Command Line Access How to guide](#).
4. Check local host firewall is not blocking access (Software installs check logs, appliances have the Administration port open unless port has been changed).
5. Check Network device such as firewall is not blocking access.
6. Is the Swivel server routable.
7. Is a local proxy blocking access.
8. Is the browser blocking self signed certificates.
9. Is the URL correct, usually <https://IP:8080/pinsafe> or <http://IP:8080/pinsafe>.
10. Is it an Active/Passive cluster and the IP address of the Passive server is being accessed.
11. Does the Swivel server respond to a telnet on port 8080.
12. Check the [Tomcat logs](#).
13. Has the Swivel Application failed to start, see [Swivel does not start](#)

If the Administration console is present but you cannot login then see [Cannot login to PINsafe admin console](#).

Example output from netstat and telnet commands

```
[admin@primary /]# netstat -an | grep 8080
tcp        0      0 0.0.0.0:8080        0.0.0.0:*           LISTEN
[admin@primary /]# netstat -an | grep 10000
tcp        0      0 0.0.0.0:10000       0.0.0.0:*           LISTEN
tcp        0      0 127.0.0.1:10000     127.0.0.1:34972     TIME_WAIT
udp        0      0 0.0.0.0:10000       0.0.0.0:*
[admin@primary /]# telnet localhost 8080
Trying 127.0.0.1...
Connected to localhost.localdomain (127.0.0.1).
Escape character is '^]'.
Connection closed by foreign host.
[admin@primary /]# telnet localhost 10000
Trying 127.0.0.1...
Connected to localhost.localdomain (127.0.0.1).
Escape character is '^]'.
Connection closed by foreign host.
[admin@primary /]#
```