

# PINsafe upgrade fails on MySQL appliance



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## Overview

After upgrading the Swivel server the Swivel admin console is not accessible.

## Prerequisites

Swivel upgrade from 3.x to a higher version

Swivel Appliance

## Symptoms

Swivel administration console cannot be accessed

error messages relating to MySQL tables PINSAFEM, PINSAFE0, PINSAFEK may be displayed

The following error message may be displayed:

```
type Exception report
message
description The server encountered an internal error () that prevented it from fulfilling this request.
exception
java.lang.NullPointerException
com.swiveltechnologies.pinsafe.server.session.AbstractSessionManager.createFakeSession(AbstractSessionManager.java:60)
com.swiveltechnologies.pinsafe.server.session.SessionQueue.createFakeSession(SessionQueue.java:39)
com.swiveltechnologies.pinsafe.server.user.LocalAuth.sessionStart(LocalAuth.java:840)
com.swiveltechnologies.pinsafe.server.ui.AdminLogin.doPost(AdminLogin.java:192)
javax.servlet.http.HttpServlet.service(HttpServlet.java:709)
javax.servlet.http.HttpServlet.service(HttpServlet.java:802)
com.swiveltechnologies.pinsafe.server.filter.AdminConsoleFilter.doFilter(AdminConsoleFilter.java:135)
note The full stack trace of the root cause is available in the Apache Tomcat/5.5.20 logs.
```

The following error may be seen on the upgrade first access:

```
Exception occurred during database access, exception:
com.swiveltechnologies.pinsafe.server.user.database.DatabaseException: com.mysql.jdbc.exceptions.MySQLSyntaxErrorException: ALTER command de
```

subsequent errors may show the following:

```
com.swiveltechnologies.pinsafe.server.user.database.DatabaseException: com.mysql.jdbc.exceptions.MySQLSyntaxErrorException: Table 'PINSAFE0
```

## Verifying through Webmin

Login to [Webmin](#) and select Servers, MySQL Database server, click on the pinsafe\_rep database, then the table PINSAFEK, tick Field name A then click on View Data and it will show the Swivel version.

## Solution

Option 1: Reinstall the previous version of PINsafe.

Option 2: Edit the MySQL table to complete the upgrade.

Check that the user pinsafe has permissions set to all. Login to the Appliance webmin using <https://IP:10000>. Select Servers/MySQL Database, then from Global Options select User Permissions, if the pinsafe user does not have permissions All, then select the user pinsafe and then highlight all the permissions and click on Save. Check that the user pinsafe has permissions set to all.

Check to see if the pinsafe\_rep database has not upgraded. Login to the Appliance webmin using <https://IP:10000>. Select Servers/MySQL then from MySQL databases select pinsafe\_rep. Select the table PINSAFEK and then click on View Key. If the key has a value of the old PINsafe version (Example 3300 instead of 3500) then the database has not been upgraded correctly.

To complete the MySQL database upgrade carry out the following steps:

Login to the appliance through the command line

Enter MySQL command mode by typing mysql

then enter: use pinsafe\_rep;

then enter (where A=New PINsafe version number): update PINSAFEK set A=3500;

(NOTE: check with Swivel what the correct version number should be for more recent versions, for Swivel 3.10.4 the version should be 31040).

To exit the MySQL command mode enter: exit;

Example:

```
mysql
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 1661 to server version: 5.0.22-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use pinsafe_rep;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> update PINSAFEK set A=3500;
Query OK, 1 row affected (0.00 sec)
Rows matched: 1  Changed: 1  Warnings: 0

mysql> exit;
Bye
```

Check to see if the pinsafe\_rep database upgraded. Login to the Appliance webmin using <https://IP:10000>. Select Servers/MySQL then from MySQL databases select pinsafe\_rep. Select the table PINSAFEK and then click on View Key. If the key has a value of the new Swivel version then the database has been upgraded correctly.