

# Password Reset greyed out



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## Overview

PINsafe 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7

## Prerequisites

PINsafe

## Symptoms

Reset Password button is not selectable and greyed out on the PINsafe Administration console so the admin is unable to reset password.

## Solution

If the Check password with repository option is enabled, then the reset password is greyed out and cannot be selected. XML users can have a default password which is entered into the PINsafe Db and can set a password in the Db, but they have no password in the XML Repository data source.

For further information see [Password How to Guide](#)