Password reset reminder error

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Contents

Overview

A user is requested by a reminder to change their password. After changing their password, they receive one further reminder requesting them to change it again.

Prerequisites

PINsafe versions prior to 3.6.

Symptoms

User receives one unexpected password reminder after successfully changing their password.

Solution

The user can ignore the one subsequent password reminder received after changing their password

Upgrade to PINsafe 3.6 or later