

ResetPIN upgrade for PINsafe 3.8 How To Guide

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Overview

When you upgrade to PINsafe 3.8, you also need to upgrade the ResetPIN application on the PINsafe appliance so that it is compatible with the new Swivlet/iPhone/Android self-provisioning process. The idea being that a user is able to initiate the self provisioning process from the new ResetPIN application.

This article outlines the steps required to upgrade ResetPIN to the latest PINsafe 3.8 compatible version. For information on configuring ResetPIN see [ResetPIN How To Guide](#)

Prerequisites

- Command Line access to the PINsafe appliance (Read the [PuTTY How To Guide](#));
- WinSCP (Read the [WinSCP How To Guide](#) for more information on how to use this with the PINsafe appliance);
- Scheduled maintenance window as the ResetPIN application will be replaced, thus causing connectivity issues for users attempting to reset their PIN.
- [ResetPIN software](#)

Backup your ResetPIN settings

Using WinSCP, take a copy of the following file: `/usr/local/tomcat/webapps2/resetpin/WEB-INF/settings.xml`

Obtain the latest resetpin.war

Download the latest ResetPIN software from the above link.

Remove the current ResetPIN

During this process you must ensure that Tomcat is **running** at all times. It must be running in order for the new resetpin.war file to deploy successfully.

The first step is to remove the resetpin.war that is currently installed upon the appliance. This can be performed in two ways:

1. Using PuTTY: Login to the command line of the appliance. Remove the current resetpin.war file located in `/usr/local/tomcat/webapps2/` using the following command:

```
[admin@primary ~]# rm /usr/local/tomcat/webapps2/resetpin.war
```

2. Using WinSCP: Login to the appliance using WinSCP. Remove the current resetpin.war file located in `/usr/local/tomcat/webapps2/`. Navigate to the directory and right click on the resetpin.war file. Select the delete option.

Check that the old resetpin.war was removed successfully

The next step is to ensure that the resetpin.war was removed successfully. Again, this can be performed in two ways:

1. Using PuTTY: Run the following command to ensure that the resetpin/ folder has been automatically removed:

```
[admin@primary ~]# ls -l /usr/local/tomcat/webapps2/resetpin/
```

If, after 20 seconds, the file has not been removed, you can run the following command to remove the directory manually:

```
[admin@primary ~]# rm -f /usr/local/tomcat/webapps2/resetpin/
```

2. Using WinSCP: Refresh the directory `/usr/local/tomcat/webapps2/` to see if the resetpin/ directory has disappeared. If not the right click the resetpin/ directory and select Delete.

Deploy the new war file

- Copy the new resetpin.war file to the appliance using WinSCP. Place it into the `/usr/local/tomcat/webapps2/` directory. You should notice after refreshing the webapps2 directory that after 10 seconds or so, the new resetpin/ directory will exist.

Copy your ResetPIN settings

Manually copy across the contents from the ResetPIN settings from your old settings.xml file you backed up at the beginning of this article. Ensure that the port is 8181 and not 8080 if using an appliance.

Summary

You should now be able to use the new ResetPIN and you will find that it is compatible with the new features provided by PINsafe 3.8, namely the self-provisioning process.

Remember to perform this on both nodes of a HA pair.