Reset PIN

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Overview

This document outlines several issues with resetting a users PIN

Prerequisites

Swivel 3.x

Symptoms

Admin or Helpdesk user cannot reset a users PIN number, the Reset PIN option is greyed out and not accessible.

Solution

Helpdesk users

Helpdesk users have security restrictions on the users whom they can change a PIN for, the alternative, resend PIN should be used instead. The following restrictions are in place:

- Helpdesk users cannot reset the PIN of a user with Admin rights

- Helpdesk users cannot reset the PIN of a Helpdesk user

In addition the following policies may apply:

- Helpdesk users may not be allowed to reset PIN numbers

- Helpdesk may only view members from the repository they reside in, unless the global helpdesk users option is enabled

- Helpdesk users may not be able to administer users from the local XML repository

To Enable/Disable Reset PIN for helpdesk users, on the PINsafe Administration console select Policy then General, and set the option; *Helpdesk can reset PINs* to No or Yes

Admin and Helpdesk users

If the account is marked as deleted, with a line through the username, then the options to Edit a PIN or Password will be greyed out and unavailable. The user should either be removed with Purge or reinstated with Undelete, seeUser Administration How to guide.

Bulk Reset PIN

If large numbers of users are to be reset it may be possible to create New PIN numbers for users:

- Set a PIN Expiry for users, see PIN Expiry How to Guide, this will affect all users

- Use the Swivel API, see AdminAPI#Reset

- Remove the users from the data source, sync, re add user to the data source, and sync again. This will recreate the user so Dual Channel ad Mobile Phone Client strings are reset and their Token unallocated.

• Swivel have a Reset User PIN application, contact Swivel support.