

Cannot retrieve password for account

Error

Description

Cannot retrieve the password for the account



Screen overview

The screenshot shows a web application interface with a search bar and navigation menu. The main content area displays a table with columns for 'Description', 'System', 'Login name', 'Login url', and 'In use by'. The first row shows 'MV - pgarcia - Ubuntu 2 --> Connect Grant Account'. An error dialog box is overlaid on the table, displaying the following text:

An error has occurred

Cannot retrieve password for account MV - pgarcia - Ubuntu 2 --> Connect Grant Account

Technical data:

```
es.caib.seycon.ng.exception.InternalErrorException: Cannot retrieve
at com soffid.iam.service.PamSessionServiceImpl.createJumpServerSess
at com soffid.iam.service.PamSessionServiceImpl.handleCreateCustomJu
at com soffid.iam.service.PamSessionServiceImpl.handleCreateJumpServ
at com soffid.iam.addon.admin.ServiceMetricsInterceptor.invoke(Servi
at com soffid.iam.service.ejb.PamSessionServiceBean.createJumpServer
```

Throws exception javax.ejb.EJBException: es.caib.seycon.ng.exception

Close

Log

```
es.caib.seycon.ng.exception.InternalErrorException: Cannot retrieve password for account MV - pgarcia - Ubuntu
2 --> Connect Grant Account
[]
at com soffid iam service PamSessionServiceImpl.createJumpServerSession(PamSessionServiceImpl.java:189)[]
at
com soffid iam service PamSessionServiceImpl.handleCreateCustomJumpServerSession(PamSessionServiceImpl.j
ava:802)[]
at
com soffid iam service PamSessionServiceImpl.handleCreateJumpServerSession(PamSessionServiceImpl.java:14
4)[]
at com soffid iam addon admin ServiceMetricsInterceptor.invoke(ServiceMetricsInterceptor.java:36)[]
at
com soffid iam service ejb PamSessionServiceBean.createJumpServerSession(PamSessionServiceBean.java:77)[]..
76 more
```

Throws exception javax.ejb.EJBException: es.caib.seycon.ng.exception.InternalErrorException: Cannot retrieve password for account MV - pgarcia - Ubuntu 2 --> Connect Grant Account

```
[]
at
com soffid iam service ejb PamSessionServiceBean.createJumpServerSession(PamSessionServiceBean.java:84)[]..
57 more
```

Throws exception javax.ejb.EJBException: The bean encountered a non-application exception; nested exception is:

```
[]javax.ejb.EJBException: es.caib.seycon.ng.exception.InternalErrorException: Cannot retrieve password for
account MV - pgarcia - Ubuntu 2 --> Connect Grant Account
```

```
[]
at com soffid iam web vault LaunchHelper.launchPamAccount(LaunchHelper.java:69)[]
at com soffid iam web vault LaunchHelper.launchAccount(LaunchHelper.java:60)[]
at com soffid iam web account VaultHandler.launch(VaultHandler.java:649)[]
at com soffid iam web interp RefInterpreter.exec(RefInterpreter.java:75)[]... 48 more
```

Throws exception org.zkoss.zk.ui.UiException: javax.ejb.EJBException: The bean encountered a non-application exception; nested exception is:

```
[]javax.ejb.EJBException: es.caib.seycon.ng.exception.InternalErrorException: Cannot retrieve password for
account MV - pgarcia - Ubuntu 2 --> Connect Grant Account
```

```
[]
at com soffid iam web interp RefInterpreter.exec(RefInterpreter.java:101)[]
at com soffid addons xacml pep XACMLFilter.doFilter(XACMLFilter.java:210)[]
```

at es.caib.bpm.filters.WorkflowInterceptor.doFilter(WorkflowInterceptor.java:183)[]

at com.soffid.iam.filter.TenantFilter.doFilter(TenantFilter.java:79)

How to solve it

You need to set the password to this account

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