

# Cannot retrieve password for account ... ..

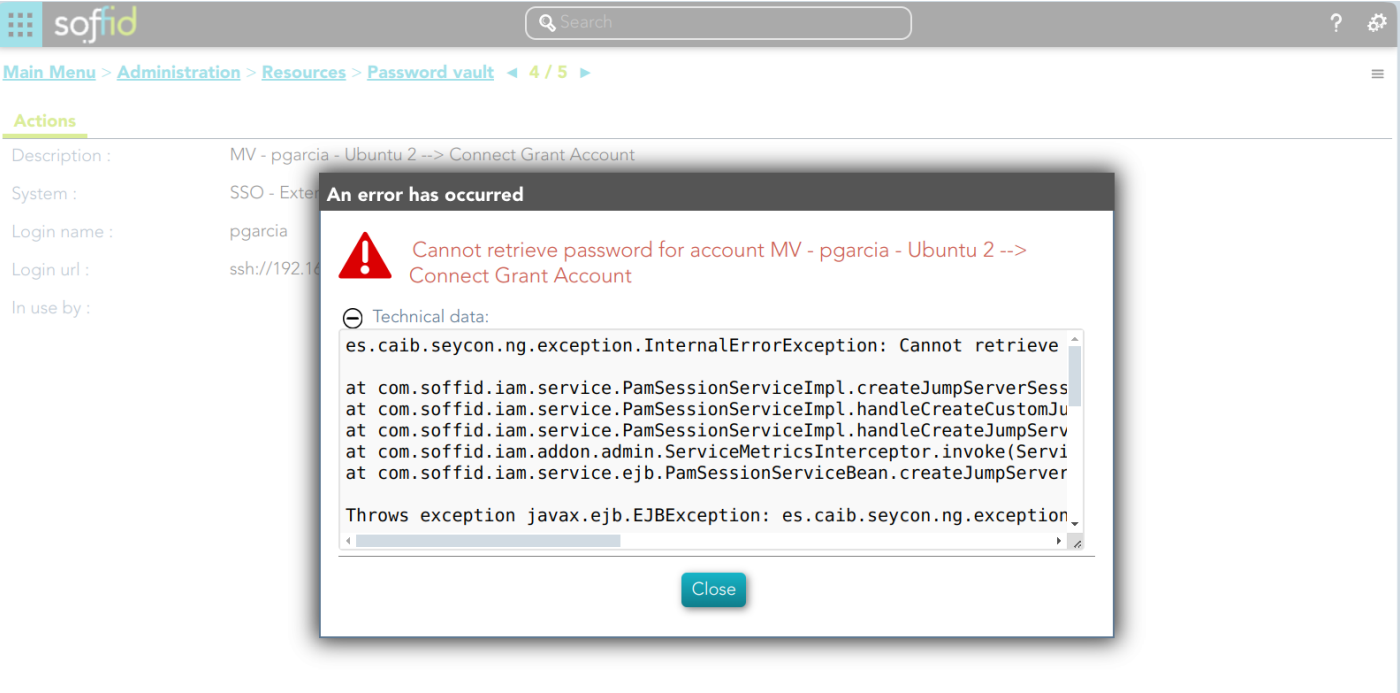
## Error

## Description

Cannot retrieve the password for the account ... ..



## Screen overview



## 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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