Passwordless troubleshooting_Updated

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Passwordless Project

Troubleshooting Steps

Problem: Scanner lights don't blink when a Yubikey is scanned, and scanning is not working.

Solution: Reseat the scanner USB cable. If the scanner still doesn't work, plug in a mouse to the USB port and verify the mouse works. Inform the Biomed if there is a problem with the USB.

Problem: Chairside shows a red scanner icon and scanning is not possible.

Solution: Restart the T machine. If the scanner icon remains red inform the Passwordless team. For Biomeds open a terminal and with the fresenius user execute the command: curl localhost:8282 .You should receive a confirmation message the scanner is working.

{"service": "Passwordless Python Daemon", "version": "1.0.0-August-20210817-V1", "smart_card_reader_status": "Found"}

Problem: After registering a Yubikey the user gets an error message when scanning.

Solution:

Step 1: Please verify User Account Status in OKTA. It should be ACTIVE & YubiKey should be registered in OKTA . Use OKTA Admin login to verify the YubiKey Status. It should be ACTIVE.

Step 2: After checking step1, Verify whether user is able to login with the below given URL's

OKTA

https://fmc.okta.com/

OR

Service Now

https://fmcna.service-now.com/

Step 3: Above given step1 & 2 are fine, still user is having the below given issue, please reach out to Passwordless Support Group Chat and share the Emp id & email id , Serial number of the Yubikey. Keep the INC in your L1 Queue. Based upon IAM /Chairside Team resolution, Help Desk Team can call back and ask users to try the resolution.

Problem: Invalid Username and/or Password error in chairside when try with Manual option.

Step 1: Please verify User Account Status in OKTA. It should be ACTIVE. If it's LOCKED, Help Desk team can UNLOCK by using OKTA Admin tool.