

# Fix problems with user profiles

With the complexity of modern systems, it can happen from time to time that individual user profiles exhibit undesirable behaviour or appearance. The following points provide an overview of how to proceed with troubleshooting and how to restore the user accounts to a safe and defined state.

## User login fails

If a user cannot log in, it is possible that the access data is no longer current or that a quota has been exceeded. To check this, please proceed as follows:

- Log in as administrator ***maint*** and change to the ***user administration***.
- Check the menu items ***Expiring accesses*** , ***Expiring passwords*** and ***Quota bottlenecks*** , whether the non-functioning user ID was mentioned there.
- If the user ID was mentioned in one of the points, the problem can be solved by resetting the password, increasing the quota or extending the access.



Expired passwords or accesses also block user accounts that want to log in with Single Sign-on (SSO) via Active Directory or user certificates. If SSO is used, please deactivate the password.

## User profile with incorrect display

If a user profile has an incorrect display, this can have various causes. Individual processes may have become stuck or the entire template could not be used when the user was created. In these cases, m-privacy GmbH recommends resetting the user profile.



When resetting, the user profile is created again from the template and any existing bookmarks and the contents of the file lock are copied back in. In this way, the bookmarks and the contents of the file lock are retained.

### This is how it works

- Log in as administrator ***maint*** and change to the ***user administration***.
- Select the menu item ***Terminate processes locally*** or ***Terminate processes cluster\****
- End all processes that may still be running for the user ID.
- Select the menu item ***Reset profile*** . Find the user ID that is to be reset and confirm the entry.



Before the profile of a logged-in user is reset, a confirmation prompt is displayed. If the



confirmation is positive, the user is disconnected from TightGate-Pro and his or her profile is reset.

## Bookmark in user profile defective

The bookmarks of a user account can (especially in the cluster) become unusable in exceptional cases due to file errors in the synchronisation. With simple means, however, it is possible to restore a user's bookmarks from the bookmark archive.

### This is required

- Backup with a bookmark archive for the user ID ([details can be found here](#))

### This is how it works

- Log in as administrator ***maint*** and change to ***User administration***
- Select the menu item ***Reset bookmarks***
- Find out the user ID for which the bookmarks are to be reset and confirm the entry. The default bookmarks of the profile default are written to the profile.
- Restore the bookmark archives via the menu item ***Regenerate bookmark archives.***
- Select the backup to be restored (select with space key)
- Confirm security query

The users can now independently restore bookmarks from the existing bookmark archives in the bookmark administration in their browsers at TightGate-Pro.

**Note:** If this procedure fails because the bookmark database may already be defective in the backup, the bookmark database for an identifier can be deleted as ***maint*** via the menu item ***User administration > Remove bookmarks.*** The next time the user tries to log in, the system tries to restore the bookmarks from the bookmark archive, but the browser chronicle cannot be regenerated.

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