

UL Password Requirement Enforced

01/10/2024 1:42 pm EST

Description of the issue

Manitou generates the following Watchdog message every 10 minutes:



System Alarm 'System configuration violates UL minimum requirements! (Minimum 6 password characters required; Minimum 1 alpha password character required; Minimum 1 numeric password character required; Restrict password character sets required; Some User IDs are less than 6 characters)' (Alarm).

It is not required for the system to conform to UL requirements. There are two solutions to resolve this message.

Fixes

Solution 1: Supervisor Workstation

Supervisor Workstation > Maintenance > Setup > Country > Country Options - ensure the UL Policy Licensed checkbox is not selected.

Solution 2: Licensing

1. Connect to the Customer System
2. Open the Bold License Client
3. Select the server generating the Watchdog message and choose View License.
4. Scroll down to the 'UL' option - if this Option is selected you have found the issue.
5. The server will need to be relicensed without the UL option selected.