

Error Setting Sign on PeopleCode context for User

The first sign you might have this error is if you see the following message on the sign on screen:

CHECK APPSERVER LOGS. THE SITE BOOTED WITH INTERNAL DEFAULT SETTINGS, BECAUSE OF:
bea.jolt.ApplicationException: TPESVCFail - application level service failure.

You can usually still login and use the application. What tweaked me to a deeper problem was that the web profile I expected (DEV) was not being used, and so the `CTRL+J` option was not available. On checking the application server logs, I found the following messages (formatted for readability):

```
Error Setting Sign on PeopleCode context for User @MACHINE: Sign on PeopleCode was not executed
PeopleSoft ID and Password authentication failed. Invalid user
{V1.1}JP9ukEkTssmYrzsK1yvXFg==@MACHINE.{V1.1}JP9ukEkTssmYrzsK1yvXFg==@MACHINE is an Invalid User
ID, or you typed the wrong password. User ID and Password are required and case-sensitive. Make
sure you're typing in the correct upper and lower case.
Failed to execute GetCertificate request
```

First I checked there was nothing wrong with the encrypted user `PTWEBSERVER`, ensuring the correct password and encrypted password in `configuration.properties`, the account was unlocked, and they had the role `PeopleTools Web Server`. In fact nothing had changed at all in terms of web server configuration.

Eventually, I found that the windows firewall might have been blocking the java process for the web server. Since the web server was being started by a service, this was not evident. I only realised the problem after stopping the service and then trying to manually start it with the `startPIA.bat` file under `PS_HOME\webserv\{DOMAIN}\bin\startPIA.bat`. When I did this, it brought up the windows firewall dialog asking to allow private/public network access for Java which I accepted.

I then stopped the PIA with the `stopPIA.bat` file (in the same folder), and then started the PIA using the service. However the problem came back. So I uninstalled the service using

```
PS_HOME\webserv\{DOMAIN}\bin\uninstallNTServicePIA.cmd
```

 and then installed it again using

```
PS_HOME\webserv\{DOMAIN}\bin\installNTServicePIA.cmd
```

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This fixed the issue. Perhaps it was an issue with the service all along? If that's the case, then simply

uninstalling and re-installing the service might be all that you need to do to fix this.

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