

OX-Guard - New Guest User does not get recognized if PIN is attached

Affected version(s): OXGuard 2.8-rev16 and older.



NOTE

OXGuard 2.8-rev17 and newer has this issue fixed.



Please consider upgrading to latest version of [OXGuard 2.10](#)

Problem

A user sends an encrypted mail to an unknown "external" address and uses the extra PIN functionality. The recipient does not see the extra PIN, only a password which he does not yet know. This is confusing for the end user.

The issue occurs when the user is not assigned a password, but a PIN was applied. To reproduce, make sure the following settings are applied:

guard-core.properties:

```
com.openexchange.guard.newGuestsRequirePassword=false
```

guard-api.properties:

```
com.openexchange.capability.guard-pin=true
```

Workaround #1

Send the encrypted mail, but do not use the extra PIN functionality. In this case, the guest receives the encrypted message with a link to the temporary account. After following this link, the user is recognized as a new guest and can set his own password.

Workaround #2

If **com.openexchange.guard.newGuestRequirePassword=true** then the user will have a password available, and will then be prompted for a pin.

guard-core.properties:

```
com.openexchange.guard.newGuestsRequirePassword=true
```

guard-api.properties:

```
com.openexchange.capability.guard-pin=true
```

Remember to restart your OXApp Server to allow the changes to take place.

Solution

Tracked as Bug [#58230](#)

STATUS: Fixed in OX Guard 2.8-rev17

Related articles

- [OX-Guard - New Guest User does not get recognized if PIN is attached](#)
- [AppSuite changeuser default encryption parameter for OXGuard](#)
- [Replace or remove key for Guard guest account](#)