

CorSol Q&A – Self Service

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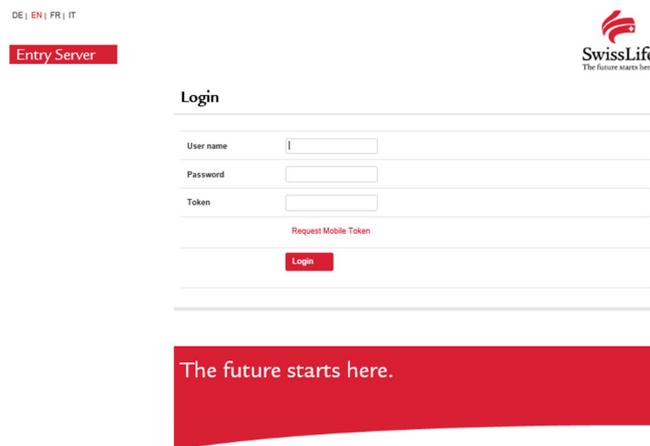
Download and Install CorSol

Where can I get the latest version of the CorSol client software?

The latest version of CorSol is available in the [Swiss Life entry server](#). If you have problems accessing the entry server, the files are also available in Google Drive or in the form of a CD or USB stick.

From Swiss Life entry server:

1. Log in to [Swiss Life entry server](#) with your username (WP...), password and the 6-digit PIN generated using your token.



2. Click on the link "CorSol", then click on "corsol.zip" and save the file on your computer. The file here is always the latest version.



Installation Instructions:

If you can not download or run corsol.exe please proceed as follow:

1. download [corsol.zip](#)
2. extract downloaded corsol.zip into any other folder of your choosing
3. double click the CorSol executable in the folder of the same name to start the application

From Google Drive (if download from Swiss Life entry server does not work):

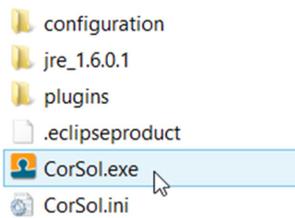
1. Go to [Google Drive](#) and download the corsol zip file. You do not need any credentials to access the drive. If you cannot access Google Drive or if you cannot download the zip file, please contact your IT department.
2. To extract the contents of the zip file, you need to enter the password "swisslife".

From CD or USB stick (only if online downloads do not work):

1. Contact CorSol@swisslife.ch to request for the CD or USB stick.
2. To extract the contents of the zip file in the CD or USB stick, you need to enter the password "swisslife".

How do I install the CorSol client software?

1. If your computer already has CorSol installed, please rename the existing folder so that it is not called "CorSol".
2. Create a new folder named "CorSol" and move/copy the corsol zip file into this folder. Then extract the zip file and the following folders and files will be created:



3. Start the CorSol client software by double clicking on CorSol.exe. You may rename or move the folder, the software will still work. Once the new version of CorSol is working, please delete the folder with the older version.
4. If you encounter errors and if the computer has Windows Vista, 7, or 8 installed, you may need to set the "compatibility mode" for CorSol.exe. Right-click on CorSol.exe and set the mode to Windows XP.

Reset password

How do I reset my CorSol password?

If you have forgotten your password, you can request a new password by sending an email with your CorSol username (WP...) to CorSol@swisslife.ch. After you have received your new, temporary password, you first need to change your password. The temporary password cannot be used to access CorSol.

To change your password:

1. Log in to [Swiss Life entry server](#) with your username (WP...) and temporary password only.
2. You will then see "PASSWORD_EXPIRED". Enter your temporary password, followed by the new password.

Password change

PASSWORD_EXPIRED

User identification	wp	
Current password	<input type="password"/>	<i>temporary password</i>
New password	<input type="password"/>	
Confirm Password	<input type="password"/>	<i>your new password</i>

Password must be at least eight characters long and must contain at least two of the following - letters, numbers, special characters (!, @, #, %, &, * or _). It must not be one of the last twelve used passwords.

3. The new password must be at least eight characters long and must contain at least two of the following - letters, numbers, special characters (!, @, #, %, &, * or _). It must not be one of the last twelve used passwords.
4. Submit and if there is no error, you can immediately log in to CorSol again with your new password.

Reset token security code

How do I reset my token security code?

1. You first need to lock the token by entering five times a wrong security code. Once the token is locked, the display shows "LOCK" in the upper left corner and a seven-digit lock code will be shown.
2. Please send this lock code together with your CorSol username (WP...) and the number on the back of your token (e.g. 1-234567-8) to CorSol@swisslife.ch.
3. The CorSol support team will then provide you with an unlock code for your token.
4. To unlock your token, press once on the button with the white triangle, the display will show "LOCK".



5. Enter the 8-digit unlock code and your token will display "NEW PIN".
6. Enter your new, personal 4-digit security code and your token will display "PIN CONF".
7. Enter the same security code again. If you did not enter the same code twice, the token will display "FAIL" and you have to restart.
8. If your security code is successfully reset, the token will display "NEW PIN CONF. Please use this security code to access the token in the future.

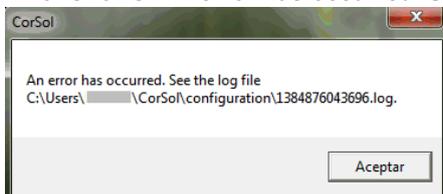
Troubleshooting

Error shows: An application update is required to continue working



The automatic software update did not work due to missing access rights of the current user. Please contact your IT department to either obtain temporarily sufficient access rights in order to update software on your computer, or ask them if they can start CorSol with administrator rights. If this is not possible, simply download the latest CorSol software and re-install the CorSol client software on your computer.

Error shows: An error has occurred. See the log file



An unexpected error has occurred and CorSol has written additional information into a log file. Please download the latest version and reinstall CorSol. If you still see the message, please send an email to CorSol@swisslife.ch. Kindly include a screenshot of the error message and the log file mentioned in the error message.

Error shows: Communication error: missing a data tag - IOException



This error could happen if your company is using a proxy server. When CorSol starts, it tries to contact the server to check for an update. If CorSol encountered a HTML page from your proxy server which cannot be understood by CorSol, it will show the error. Please contact your IT department to ensure that:

- CorSol.exe on your computer is allowed to establish a secure HTTPS connection to the CorSol server on <https://entry.swisslife.ch> port 443.
- Please check the firewall and proxy settings to allow this connection. CorSol will use the same proxy settings as defined in your Internet Explorer.

Error shows: Download failed

Please contact your IT department to ensure that downloading files from external websites is allowed.

Error shows: Invalid username/password



If your user name is correct, either your password or token is not working. Please verify your password first. If it works, then verify your token.

1. Verify password:

- Log in to [Swiss Life entry server](#) with your username (WP...) and password. Do not enter anything in the "Token" field. Click on the "Login" button.
- If you see the message "No services available", your password is still valid.

Customer Services

No services available.

If you see the message "LOGIN_FAILED", your username and/or password are not valid anymore and you need to request a new password by sending an email with your CorSol username (WP...) to CorSol@swisslife.ch.

Login

LOGIN_FAILED

2. Verify token:

- Log in to [Swiss Life entry server](#) with your username (WP...), password and the 6-digit PIN generated using your token.
- If your password and token are still valid, you will see the link "CorSol" under Web Applications. This implies that you should be able to log in to CorSol with the same credentials. Please note that you need to create a new PIN using your token every time you access the system.

Customer Services

Web Applications

• CorSol

- If you see the message "LOGIN_FAILED" but did not encounter this when you verified your password, this implies that your token needs to be re-synchronized. Please send an email with your CorSol username (WP...) to CorSol@swisslife.ch.

Error shows: Server not found - ConnectException Connection refused



Either your firewall might be blocking the connection and/or your proxy does not allow CorSol to establish a connection. Please contact your IT department to ensure that:

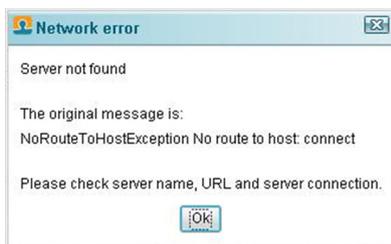
- CorSol.exe on your computer is allowed to establish a secure HTTPS connection to the CorSol server on <https://entry.swisslife.ch> port 443.
- Please check the firewall and proxy settings to allow this connection. CorSol will use the same proxy settings as defined in your Internet Explorer.

Error shows: Server not found - HttpException 500 - INTERNAL_SERVER_ERROR



Please send an email with your CorSol username (WP...) to CorSol@swisslife.ch. Kindly include a screenshot of the error message.

Error shows: Server not found - NoRouteToHostException



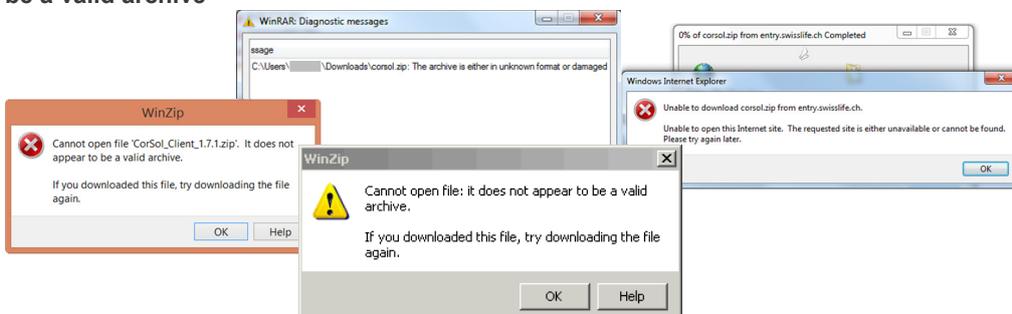
This problem indicates networking conflicts or some sort of networking configuration problem. Please contact your IT department to ensure that:

- CorSol.exe on your computer is allowed to establish a secure HTTPS connection to the CorSol server on <https://entry.swisslife.ch> port 443.
- Please check the firewall and proxy settings to allow this connection. CorSol will use the same proxy settings as defined in your Internet Explorer.

Here are a few things your IT can check:

- Can you ping your local router interface (such as 192.168.1.254)?
- Make sure the firewall is not blocking the access.
- Check your proxy server: The proxy server might have been configured with an address that does not exist. If you have configured a proxy server, ensure that its address has been entered correctly.

Error shows: The archive is either in unknown format or damaged / Cannot open file: it does not appear to be a valid archive



The corsol zip file is damaged due to an incomplete file download. Please download the file again. If the file download does not work with Internet Explorer, please try with other browsers like Chrome, Firefox, Opera or ask your IT department to download the software for you. Another option is to download the software from our Google Drive.

Error shows: PROXY entry.swisslife.ch – Login mask reappearing



If the word “PROXY” is being displayed on the login mask in front of “entry.swisslife.ch”, your company is using a proxy and you need to adjust the settings in order to allow CorSol to establish a connection to the CorSol server.

Please contact your IT department to ensure that:

- CorSol.exe on your computer is allowed to establish a secure HTTPS connection to the CorSol server on <https://entry.swisslife.ch> port 443.
- Please check the firewall and proxy settings to allow this connection. CorSol will use the same proxy settings as defined in your Internet Explorer.