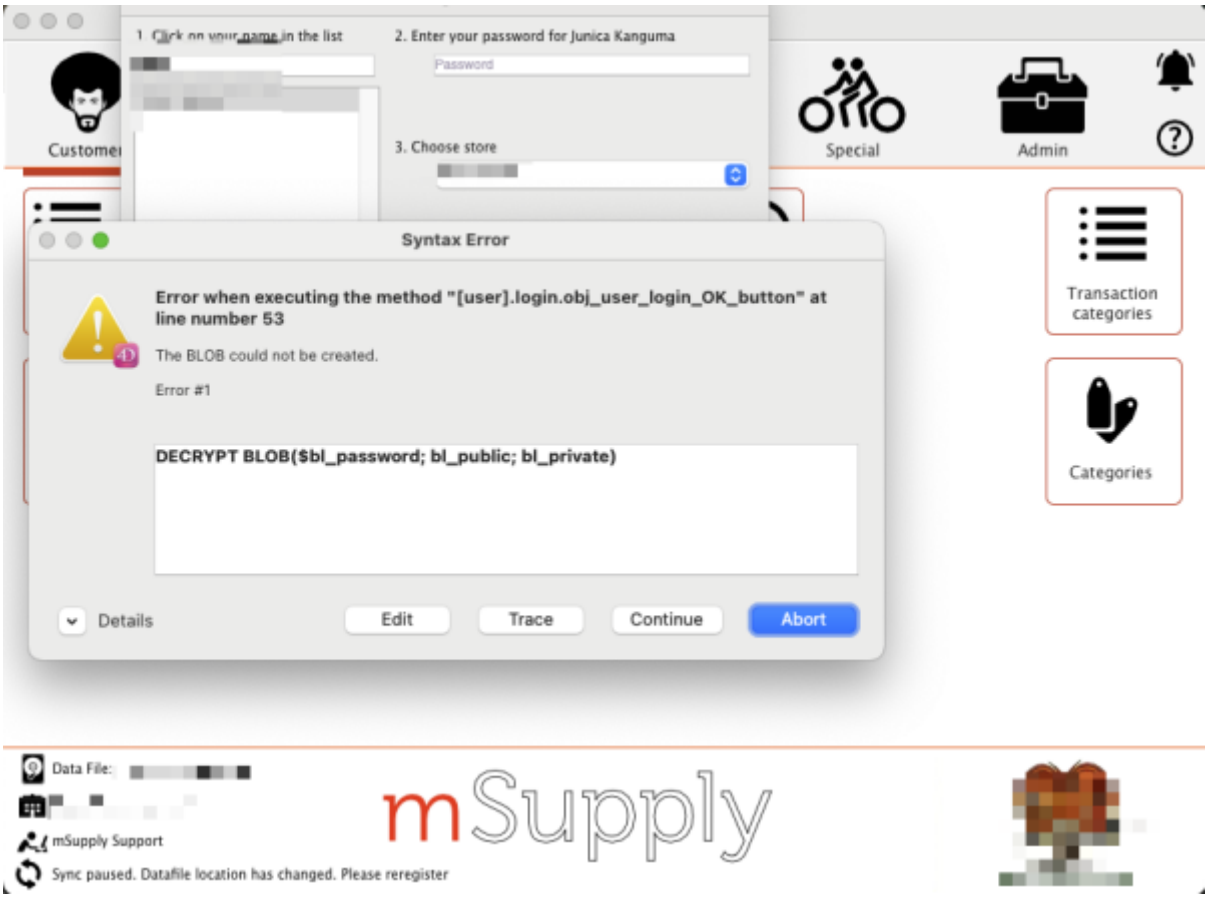
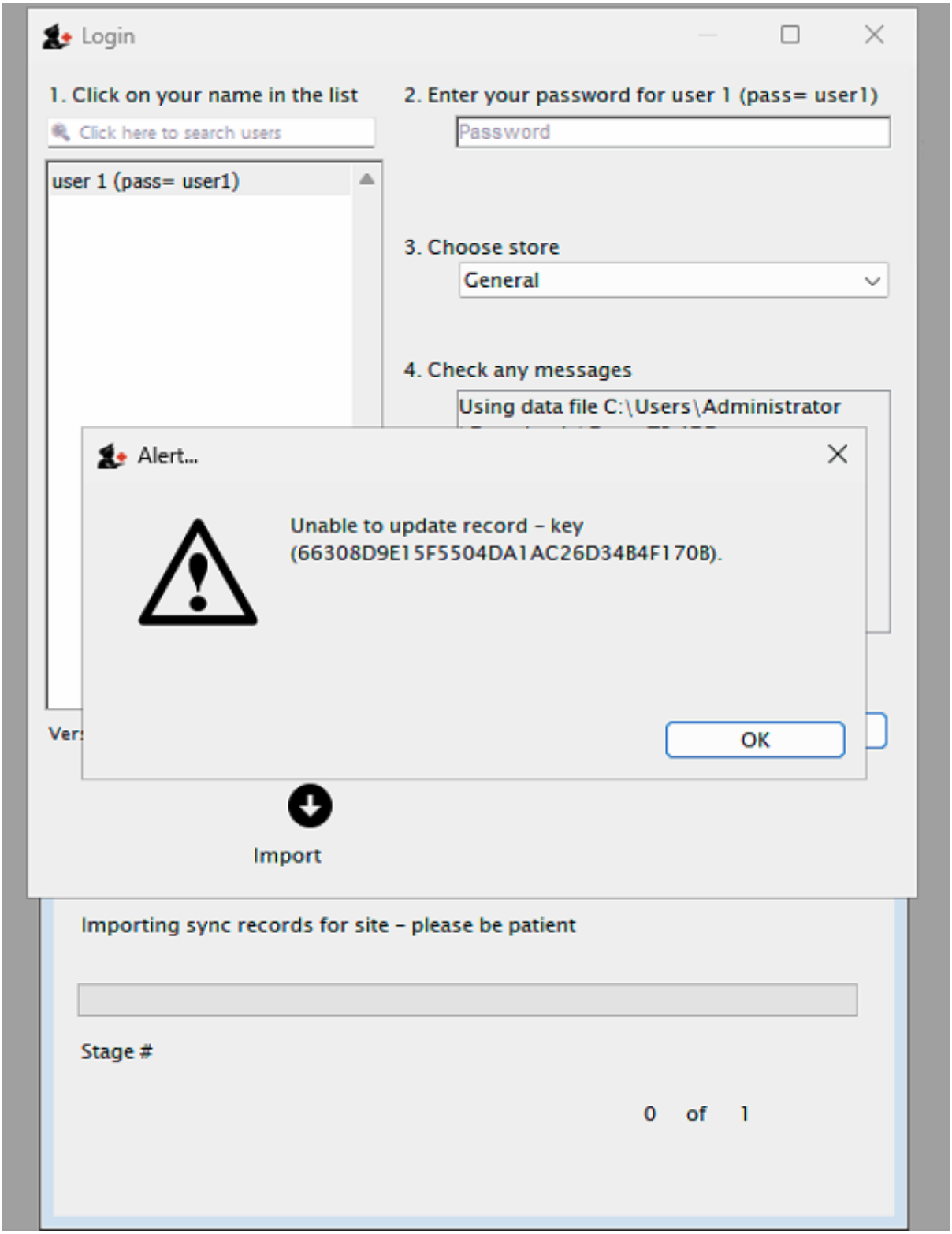
32.01. User password error (Import failed) : Steps to fix it

In mSupply there is a possibility to encounter a bad user password issue. This is caused due to severe hardware failure or by human interference. for example : The mSupply server may have been forcibly quit during a data update process or the system may have faced a power failure during a critical time. Majority of the time, such event occurs with no issues but in a few occasion data corruption may occur.

You will notice such error while attempting to login as a user.



The above error will affect the sync export and import process when attempting to deploy a remote active site.



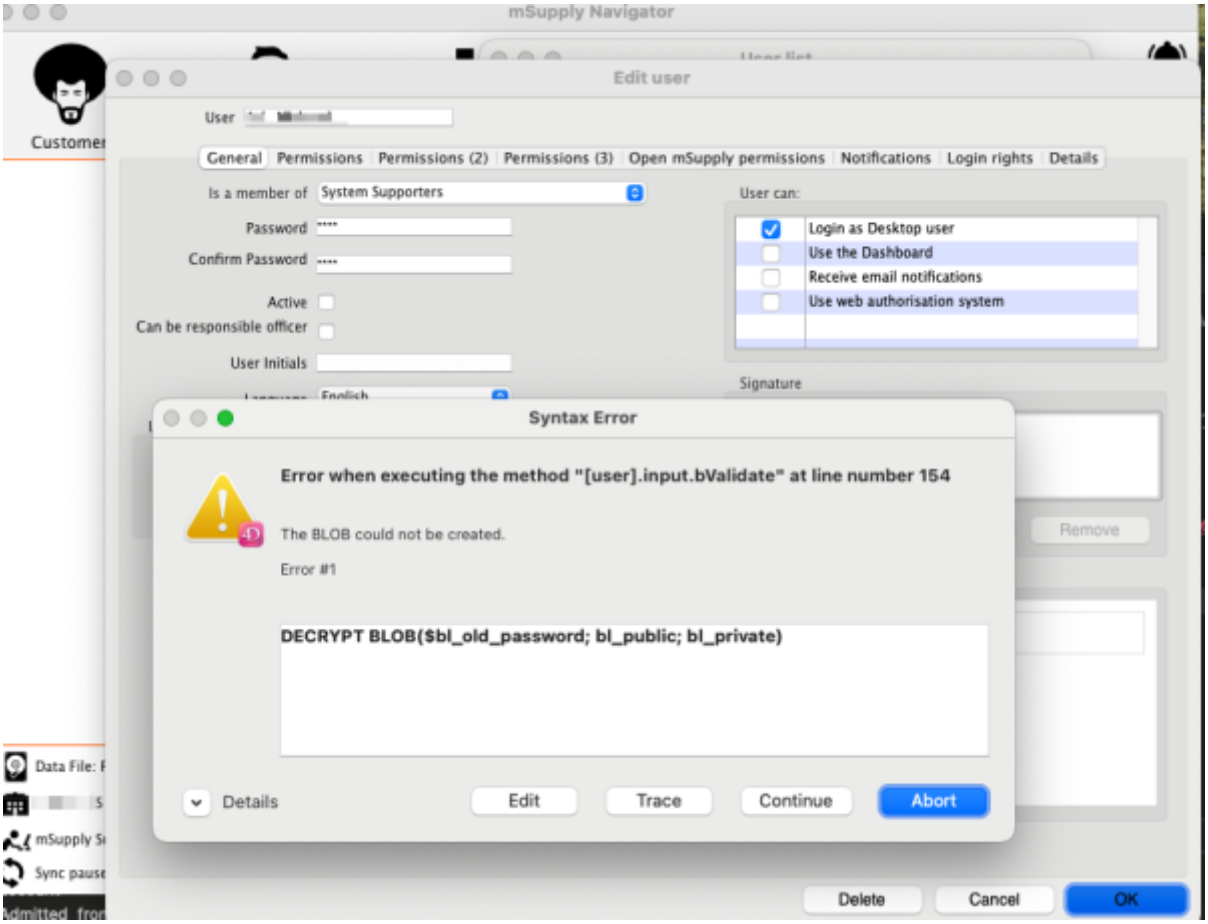
The above error will halt the setup of remote site deployment and this error must be fixed before a remote active site is setup.

The fix

Get you Administrator to login to mSupply.

- View the user list and double click on the problem user.

- Simply update the password and click OK.
- Ignore the errors.



- The new password should now be saved.
- **You should be able to login.**

From:
https://docs.msupply.org.nz/ - **mSupply documentation wiki**

Permanent link:
https://docs.msupply.org.nz/troubleshooting:userpassworderrorfix

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