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# 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.**

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

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