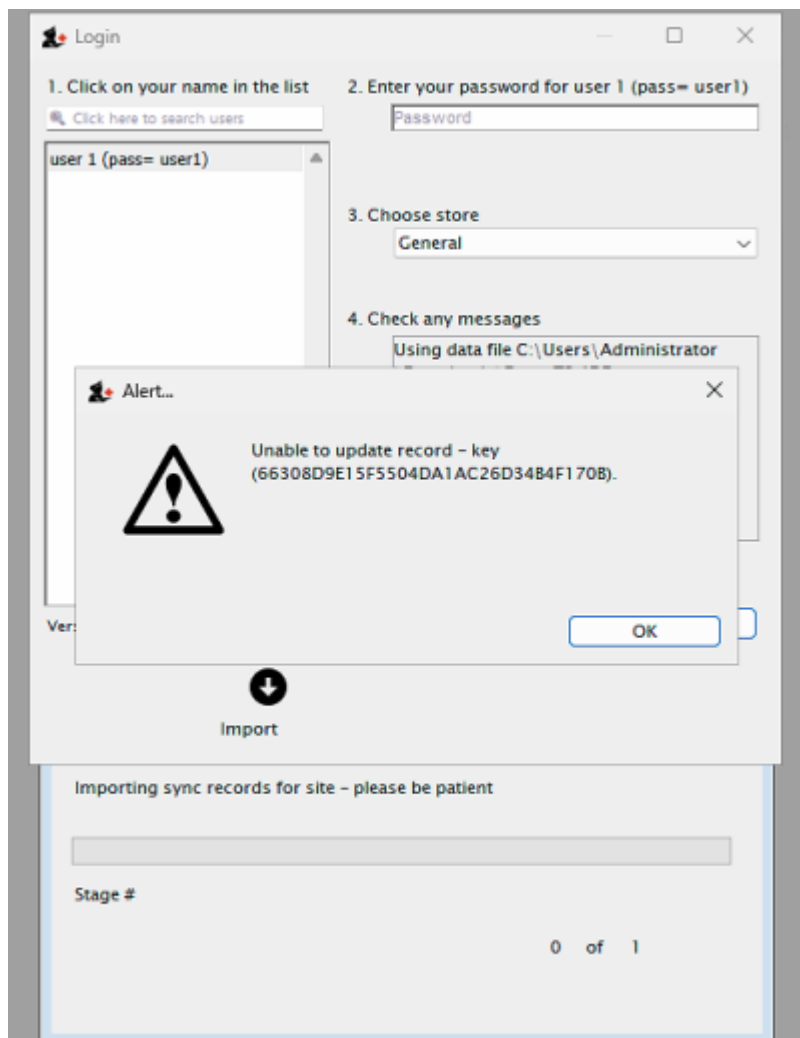


32.01. User password error : Steps to fix it

The issue was encounter with a bad user password and while decrypting the blob in the user trigger, there was a system error that also stopped from importing the files. The solution for user issue is to change the password with having issue.

Usually the system error trigger by user password error cause issue in importing datafile. The issue looks like below in the screenshot. If you encounter such issue in file import contact: support@msupply.foundation



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

Permanent link:
<https://docs.msupply.org.nz/troubleshooting:userpassworderrorfix?rev=1785488706>

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