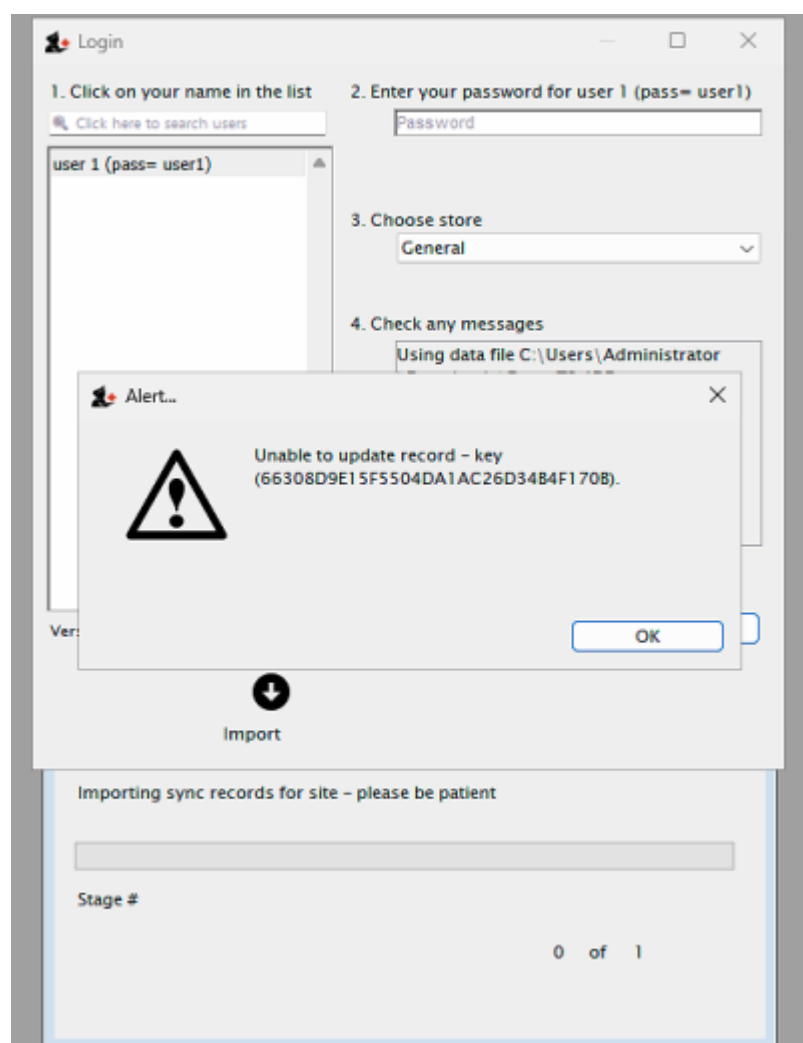


32.01. User password error (Import failed) : Steps to fix it

In mSupply there is a possibility to encounter with a bad user password issue. This causes a system error and as a result issue in file import. The solution for user password issue is to change the password of the user account having issue.

Also, While importing a datafile, the system sometimes throws an error during the import process. The error it throws looks like in the screenshot below. Its associated with a corrupted user account and the solution would be to change the password for the user account with issue. 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=1785489677>

Last update: 2026/07/31 09:21

