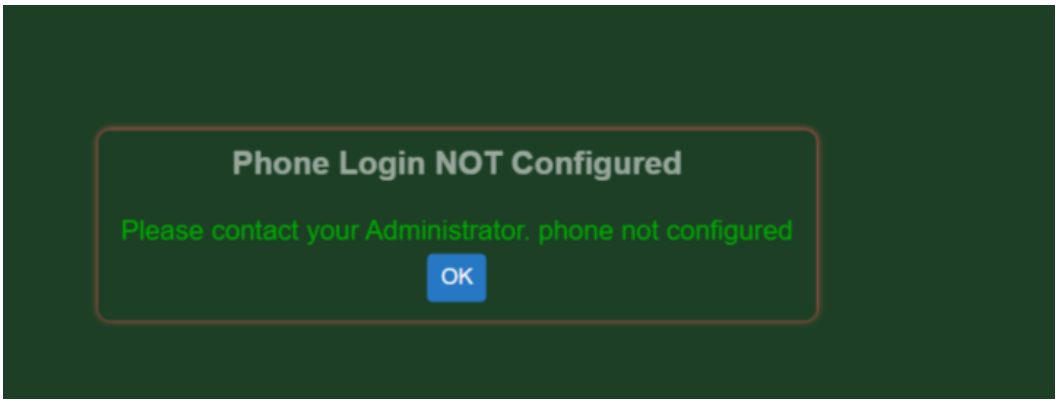
Unable To Login

this is a common issues overall in new agents, and is so easy to resolve

- unable to login Dialer
- Is the user unable to log in?

unable to login Dialer

Description:
when someone report they have a problem with the login and have this image



Solution:

We need to click "OK" and then open the side panel and click on "LOGIN TO CAMPAIGN"



Is the user unable to log in?

If a user experiences an issue where they cannot log in to their profile, this may be one of the causes.

The user may have attempted to log in multiple times unsuccessfully, which could result in a timeout or login restriction on their profile.

To resolve this issue, follow these steps:

1. Access the database of the corresponding server.
2. Navigate to **Databases → Asterisk → Tables → vicidial_users**.
3. Locate the **failed_login_count** column.
4. Find the reported user and check the value in this column. It indicates the number of unsuccessful login attempts.
5. Change the value to **0 (zero)**.
6. Click the **Save** button in the lower-left corner.

After completing these steps, the user should be able to log in to their profile again.

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