

"Invalid Logon" message after a successful login to License Administration

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Symptom

After successfully logging into License Administration using the correct username and password, an "Invalid Logon" message appears when clicking links.

Resolution

This behavior might occur when cookies are disabled in the Web browser. To resolve this, ensure that cookies are allowed from the License Administration site.

In addition, Internet Explorer will not save cookies for an invalid hostname. To resolve this, ensure that the hostname is valid, containing only the ASCII letters 'a' through 'z', digits '0' through '9', and the hyphen. Alternatively, you can use the host's IP address instead of the hostname when accessing License Administration.

Applies To

OnGuard (All versions)
License Administration

Additional Information

For more information on Internet Explorer's handling of cookies, Please search [Microsoft.com](https://www.microsoft.com)
