

# Error logging into SkyPoint: "Error retrieving token"

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## Symptom

The following error may be encountered when logging into the SkyPoint application.

"Error retrieving token."

## Resolution

To resolve the issue, ensure the ImageServer has an appropriate limit on the number of users.

If needed, increase the limit of users and attempt to log in again.

## Applies To

SkyPoint

## Additional Information

None

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