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Subject: RTS-32 Web Page login failure  
Posted by [BobF](#) on Mon, 15 Jul 2019 14:48:14 GMT  
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I have an RTS-32 running SocketServer 11.23. I have the admin account password set and that password works fine connecting to the Devicemaster via SSH and Telnet. When I go to the HTTPS web browser, I get the login prompt and I input the admin username and the same PW as what worked for the SSH and Telnet sessions. The page goes blank for a sec and while it looks like it will load, it loops back to the login page again like the credentials were invalid or something. I do not get any error messages. This same thing happens if I try leaving the username blank and only adding the password, or if I try leaving everything blank and just hitting enter to log in...

In a Telnet session I set the timeout to 45 sec and the teltimeout is 200 sec. I was thinking maybe something else related to the web browser could be set in the telnet commands, but I do not see much elase.

All the "secure" features for encryption and the like, are disabled. I set the password again and tried to log in via the web, yet it does the same thing. I did not reboot the device, however this is the last resort because of what is running on this Devicemaster.

Is there anything else I can try before you suggest I reboot?

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Subject: Re: RTS-32 Web Page login failure  
Posted by [Kurt](#) on Mon, 15 Jul 2019 15:10:56 GMT  
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It could be the web page doesn't like one of your password characters.

As a test, login via telnet and type password <new password>  
The <new password> would be a very basic password with no special characters.  
This will see if the password function for the page itself is having problems, or if it is the actual password having issues.

After setting the new password, retry the web page access.

Kurt

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Subject: Re: RTS-32 Web Page login failure  
Posted by [BobF](#) on Mon, 15 Jul 2019 17:48:49 GMT  
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Tried it again. I used four uppercase letters as the PW and still the same issue. No other ideas come to mind? I have other RT-32's running the same firmware versions each in different networks that I can connect to just fine from the same computer over Web, Telnet or SSH. I set the same password for all of them and only the one RTS-32 is having issues with the web.

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Subject: Re: RTS-32 Web Page login failure  
Posted by [BobF](#) on Mon, 15 Jul 2019 18:18:32 GMT  
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Your comment about entering something the web page doesn't like, got me thinking about what browser I was using.  
Well as luck would have it, I tried Internet Explorer to log in instead of Chrome. I was able to log in immediately. I cleared my history in Chrome and was able to log in with that browser as well. So I guess it was hanging up on something in Chrome.

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Subject: Re: RTS-32 Web Page login failure  
Posted by [Kurt](#) on Mon, 15 Jul 2019 18:22:51 GMT  
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That's an interesting issue. Thanks for getting back to us with the resolution. Hopefully, this info will help other customers as well.

I'm glad it's resolved now.

Kurt

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