
[done (?)] Can't log into admin

Posted by dealbyethan.com - 2008/05/06 04:11

Hi

I can't seem to log into my admin anymore. I am confident that my username and password are correct. I tried retrieving my password using "Forgot your password" but nothing came through. Please help. Thanks.

=====

Re:Can't log into admin

Posted by Mazi - 2008/05/06 11:12

This problem description is not very helpful!

1. Did you make any changes to limesurvey?
 2. Did your provider made any changes (Database upgrade, PHP upgrade).
 3. Do you have direct access to the database?
 4. Did you check the spam folder of your email provider the mail was sent to?
- =====

Re:Can't log into admin

Posted by dealbyethan.com - 2008/05/08 09:24

1. Did you make any changes to limesurvey?
- No I haven't. It just suddenly stopped working.
2. Did your provider made any changes (Database upgrade, PHP upgrade).
- No idea.
3. Do you have direct access to the database?
- Yes I do.
4. Did you check the spam folder of your email provider the mail was sent to?
- Yes nothing came through.

What can I do to fix this?

=====

Re:Can't log into admin

Posted by c_schmitz - 2008/05/08 09:56

Hi!

Use this:

http://docs.limesurvey.org/tiki-index.php?page=General+FAQ#5_I_forgot_my_admin_password_How_do_I_reset_it_

=====

Re:[done (?)] Can't log into admin

Posted by dealbyethan.com - 2008/05/16 19:10

Hi,

I finally had time to reset the password according to the instructions located here:
http://docs.limes..._my_admin_password_How_do_I_reset_it_

However after removing the install folder, I still can't log into my admin. Please help!

=====

Re:[done (?)] Can't log into admin

Posted by Mazi - 2008/05/17 02:58

Please upgrade to the latest release and see if the error still exists.

See manual -> upgradefor more details.

=====

Re:[done (?)] Can't log into admin

Posted by dealbyethan.com - 2008/05/20 04:26

My version is already 1.70plus. Do I still need to upgrade to the most up-to-date version?

=====

Re:[done (?)] Can't log into admin

Posted by Mazi - 2008/05/20 10:28

There will be a new stable plus release today (or maybe tomorrow). Please upgrade when this new version is released.

Download:

http://sourceforge.net/project/showfiles.php?group_id=74605

=====