



## Log In Sequence Contains No Matching Element Error

Megan De Freitas - 2024-11-22 - Troubleshooting

### Overview

If you get the error below when attempting to log into SalesPad there are 2 possible issues.

**Issue #1 - (Most Commonly) Your license has somehow become corrupt in the table.**

Fix - Delete the license record from your company database in SQL management Studio.  
(Delete from spLicenseRecord)

**Issue #2 - Your GP Site Name does not match what we have in our records.**

Fix - We need to update this on our end. Call support with the exact spelling of your GP Site Name. It is case sensitive. Our licensing manager will make the updates. This takes about 10 minutes.

