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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.

SalesPad		
0	An unexpected problem has occurred in this application.	
	To help identify and fix the cause of the problem, please enter a brief description of what you were doing when the problem occurred .	
	Clicking 'Send Report' will send a copy of this report to SalesPad Techni for further analysis.	ical Support
Message:		
	contains no matching element	
What were you doing when the problem occurred?		
View Diagr	prostic Info	end Report