

Cannot log into my All Orders Web or Mobile user

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This commonly happens when you try to log in too many times with the wrong password and the account gets locked.

In order to fix the above issue, we have created a SQL script to run on the computer which has All Orders installed.

1. Login to All Orders as Admin
2. In All Orders do File - Maintain
3. Click the 'Advanced' Tab
4. Press the 'Run DB Command' button
5. Cut and paste the following into the box

```
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update aspnet_Membership set islockedout=0  
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```

6. Press the 'Run' button
7. You will get a message 'Command completed successfully'
8. X out of the window
9. Close file Maintenance window

Should you get a message other than 'Command completed successfully' please report it to us.
