Can not log in the Control Panel

Question

How to solve issues with logging in the control panel?

Answer

There are several errors the reseller can come across when trying to enter the control panel.

The most common errors are here described with the steps on how to solve it.

Access Denied/You are trying to login from an IP address which is not whitelisted.

(Fout #10005 / Error #10005)

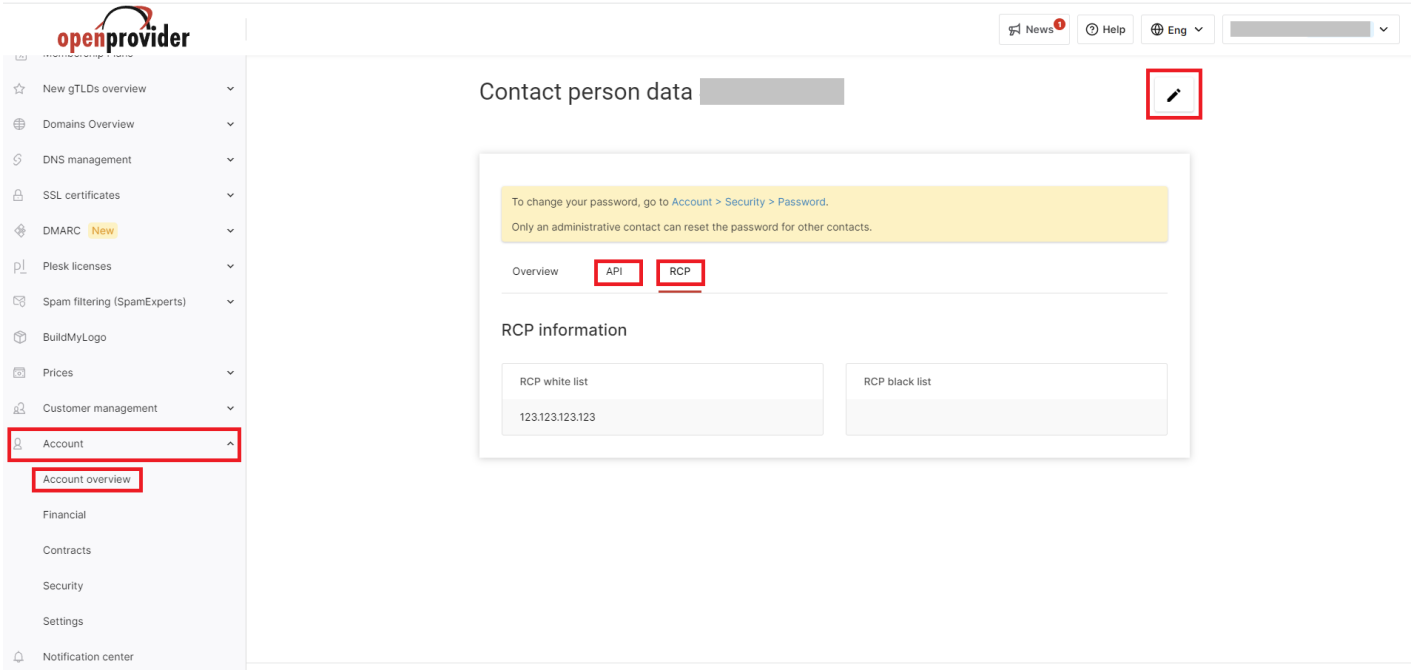
This error will be shown when the reseller try to log in from a non-authorised IP address.
The reseller has the option to insert IP address on the blacklist or whitelist of the control panel for RCP and API access.

This is an extra security feature the reseller can use to make sure only the people have access, can log in to the control panel

Whitelist - Only these IP addresses **may** access the control panel

Blacklist - These IP addresses **may NOT** access the control panel

New Interface:



When the reseller receives the error **Access Denied**, it means the reseller is trying to log in from an IP address which is not allowed.

Make sure the reseller log in from the correct IP address or ask an other user of their account to add or remove IP black / whitelisting so the reseller can log in again.

What to do when you get this error when trying to log in?

1 - check your IP address.

For instance via whatsmyip.net

Review why this IP might be different then what you entered in the control panel.
Perhaps you work from home / different location, or have VPN enabled / disabled, you use a (new) module (WHMCS) or your IP address is just updated.

2 - In case your account has several users, contact a colleague or other user and ask them to review your IP whitelisting settings and update it if required.

3 - In case you are not able to get access to the RCP and no other users can assist, you can contact the support department for help. As this is a security feature, the team must verify the request, so make sure you sent the request from the connected email address of the user and mention:

- Your ResellerID,

- Username and

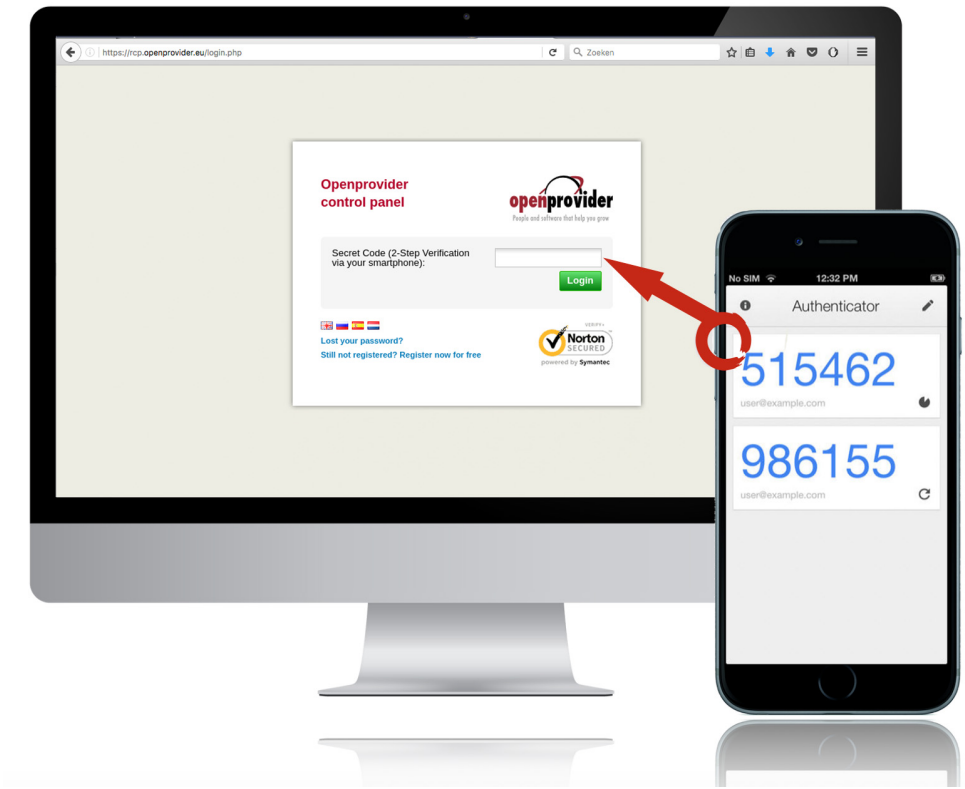
- The IP address which you want to have removed.

2 Factor Authorisation (2FA)

With Openprovider's two-step authorisation, the level of access control is doubled, as on the one hand side reseller *know* something to login with (username and password) and on the other hand the reseller *has* something to login with (a device that can generate a direct and unique code).

This extra level of security is optional as a second layer of security. When the reseller decide to activate the extra security layer, the so-called 2FA, it will generate a **'time-base one-time password** (TOTP): a code that changes continuously and that is generated on a personal device of choice such as a smartphone, or a browser plugin. The most used applications are Google Authenticator and FreeOTP, both available in most app stores.

This means the reseller need this device to log in to the control panel. In case this is no longer an option, when the phone got lost, or reset the phone or removed the app by accident, the reseller can not log in to the control panel anymore.



In that case, please sent an email to support@openprovider.com, and make sure the email

contains the following information:

- sent it from the connected email address of the resellers Openprovider account
- mention reseller **username or ResellerID**
- explain the reason why the reseller does not have access to the 2FA anymore

Openprovider support will be in contact with the reseller (during working-hours) and may be able to help to regain access to the resellers account

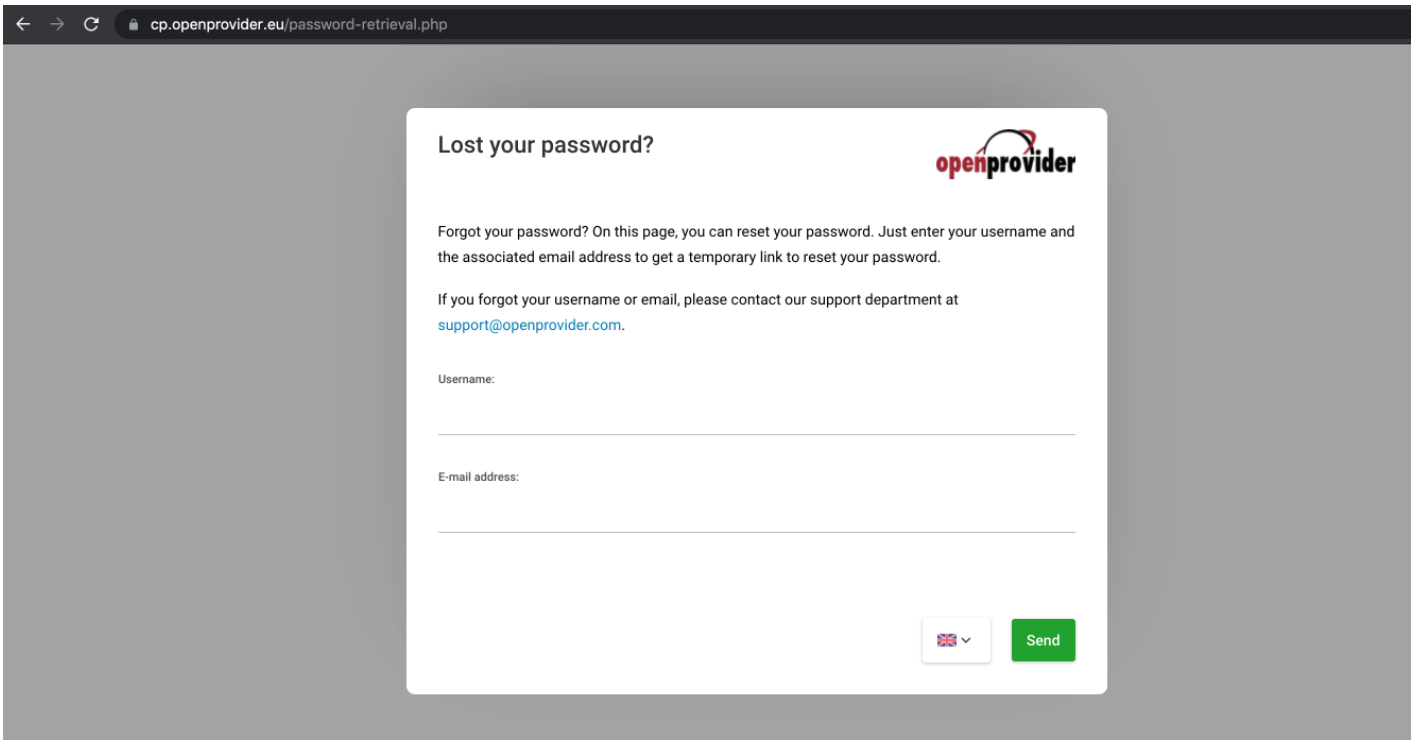
Installation of the app is quite easy: download a version of the app, scan the QR-code in your Openprovider control panel and confirm the entry.

Invalid e-mail address when using the "Forgot Password" option.

This error will appear when the reseller is requesting a password reset via the option "forgot password" but the username and the email address to not match with Openprovider database.

Please note; Username and email address are case-sensitive and make certain the reseller does not copy blank spaces in any of the fields.

When the reseller does not remember the correct details, please sent an email to Openprovider and mention as much details, so Openprovider can easily find the resellers account. (username, resellerID, email address, domain-name in the reseller account)



Password Reset link redirecting to sign in page

This can happen if you have IP restriction enabled on your account (IP whitelist for RCP) and you are accessing the password reset link from a non-whitelisted IP address. Please contact Openprovider Support team for assistance.

If you still have API access to the account, you can also modify IP whitelist of control panel via API from your end:

REST API - UpdateContact ('*rcp_client_ip_list*' option can be used to modify RCP IP restriction)

Example:

```
curl -L -X PUT 'https://api.openprovider.eu/v1beta/contacts/{CONTACT_ID_HERE}' \
-H 'Content-Type: application/json' \
-H 'Authorization: ••••••' \
-d '{
"rcp_client_ip_list": {
"allow": ["IP_ADDRESS1_HERE","IP_ADDRESS2_HERE"]
}
}'
```

Replace {CONTACT_ID_HERE} with contact ID and IP_ADDRESS with actual IP address.

Note: To disable IP whitelist, you can leave IP address field empty.

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