# SkyPoint Administrator User/Priviledges tab error

## Symptom

After logging into SkyPoint Administrator and selecting the **User/Privileges** tab, an error is shown:

An application error was encountered. We must close the currently running application.

## Resolution

1. Log into the SQL database and connect to the VSEvents.
2. Open the Users table.
3. Once it is opened, the Admin and Guest passwords must be encrypted. You will find one or both listed "Admin" or "Guest" in the Password column. The encrypted passwords are:
   **Admin** is **LcOQ7ThnSDI=**.
   **Guest** is  **wy7enSn6xlQ=**.
4. Copy and paste these passwords into the Password field, and then close SQL Sever Management Studio.
5. Log into SkyPoint Administrator again. The **User/Privileges** tab functions normally.

## Applies To

SP1 from ONSSI allowed the password to be unencrypted.
SP2 had a patch to run to encrypt it.
SP3 does not contain the patch, so it must be corrected manually on SP3.

## Additional Information

SkyPoint Administrator