

This KM explains why you might get an error saying "Login Failed" when trying to log into a scan gun.

End User Solution

Most scan gun login problems are the result of a user making a mistake while entering their User ID or password. Verify that you are using the correct User ID and password, ensuring you are entering both in all lowercase. If you are sure you are using the correct User ID and password, or you have forgotten your password, please contact the Interagency Helpdesk at 866.224.7677 to have your password reset.

Other causes of this error might be:

- The Configurator has a Mobile Users group that controls access to the scan guns. If your account is not in the group, you will not be able to log into the scan guns, but you may be able to use the console.
- Your password might include the "&" character, which sometimes causes problems in the scan gun password field. We recommend that ICBS users use only an asterisk (*) or a pound/hash sign (#) as a special character in their passwords. You can reset your password by accessing the NAP website (<https://nap.nwcg.gov/NAP/>).
- If the user created a bar-coded password and printed a hard copy for scan gun password input, he or she might have inadvertently copied extra characters or extra space on either side of the bar code. If so, the authentication LDAP system won't read the bar code correctly when the user attempts to log in to ICBS. To fix this, the user can try manually entering their password on the scan gun keypad, or create a new barcoded password label being careful to only include the password characters in the label.

Please refer to KM [32594: ICBS: Password reset](#).

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