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## Failed to authenticate you

Posted by Nutri Kazuma - 2007/05/04 06:08

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OK, directly to the point.

I have installer succesful the BlastChar in my website, and all works fine. Well, not all...

Whem I log in on my site with the admin account, and try to enter the chat, I receive this message:

"Failed to authenticate you. Your username does not match our records, contact your system administrator"

But, When I log in with a normal account, I enter in the chat whitout problems...

Can someone please lend me a little help?

Thanks.

Post edited by: Prutkar, at: 2007/05/04 06:57

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## Re:Failed to authenticate you

Posted by Prutkar - 2007/05/04 07:02

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This error is occuring when user changed his username.

You either change username back to original in your joomla/mambo system

OR

identify user ID in your joomla/system for this user, then

1. Delete this user from blastchatc\_users table
2. login to www.blastchat.com, click "Your registration", select your website, click "Users" menu, find same user and delete him.

This will remove old information from your local database as well as from blastchat database, and when next time user enters chat new information will be created for this user.

Why this i snot automatic? Because for security purposes, blastchat is recreating security code of user upon entry to verify that user is who he claims to be.

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## Re:Failed to authenticate you

Posted by Prutkar - 2007/05/17 09:41

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Sorry for late response, have been traveling last 2 weeks and somehow this topic did not send reminder.

So did you delete user information on both ends? It is not conclusive from your last message. Please, be more specific and describe all you did, step by step.

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