Security Integration with Kantech Fails to Login

Symptom

When attempting to authenticate with Kantech in the Security Integrations page, the status is returned as 'Invalid Credentials'.

Problem

First noted with server version 9.4, this is caused by differences between the server and Kantech API.

Solution

To resolve the issue, convert the password entered to all lowercase characters.

Created On: 3rd February 2021 **KB Number:** KB-00043-43-210203

