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ID: 1211236746276

Error Code 49: Invalid Credentials when trying to login to LSA management software

Symptom

LSA fully supports English OS only.

Other languages are supported but a change to the LSA.conf file is necessary before you can login to LSA.

Cause

None

Technical Information

None

Solution

If you are using native German, French or Spanish OS, you need to edit the LSA.conf file and translate "Administrators" to your native language.

Error Code 49: Invalid Credentials can be resolved with the following steps:

1. Stop LSAService in Windows Services
2. Edit LSA config file (LSA.conf)

C:\Program Files(x86)\LSI\LSIStorageAuthority\conf\LSA.conf

Look for this line : full_access_groups = Administrators

Customers have to change the key word Administrators to Administrateurs (French) Administratoren (German)
or Administradores (Spanish)

-French

full_access_groups = Administrateurs

-German
full_access_groups = Administratoren

-Spanish
full_access_groups = Administradores

-Russian
full_access_groups = Администраторы or Administratory

3. Restart LSAService

Workaround

None

Glossary

None

Copyright

None

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