

Cannot Sign in to MSPbots

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 - 6.1.1. Related Topics

If you have trouble login to MSPbots, there are a couple of reasons and solutions:

1. Common procedures:

1. Do the Ctrl+R, (Cmd+R for macOS)
2. Try to use an in-private browser with 3rd party cookies allowed,
3. Clear the cookie and cache
4. Try a different browser, using Edge, Chrome, or Firefox

2. Error AADSTS50011

The admin user is unable to log in to the MSPbots app using <https://app.mspbots.ai/Bots>. Below is the error message.



Sign in

Sorry, but we're having trouble signing you in.

AADSTS50011: The redirect URI 'https://app.mspbots.ai/Bots' specified in the request does not match the redirect URIs configured for the application '93e341b0-50d7-4762-a3e6-70c9bcfaefdc'. Make sure the redirect URI sent in the request matches one added to your application in the Azure portal. Navigate to <https://aka.ms/redirectUriMismatchError> to learn more about how to fix this.

This issue is caused by a Microsoft security feature that prevents man-in-the-middle attacks where the attacker reroutes communications between two network entities through the attacker's computer without the knowledge of either party. We are aware of this issue and working on a permanent solution.

In the meantime, if the error is encountered, users may try signing in from the MSPbots App's homepage (<https://app.mspbots.ai>) before navigating to the Bots, Dashboards, Widgets, and other sections.

3. Error AADSTS50058

The user is unable to log in to the MSPbots app. The following error appears when logging in:

AADSTS50058: A silent sign-in request was sent but no user is signed in. The cookies used to represent the user's session were not sent in the request to Azure AD. This can happen if the user is using Internet Explorer or Edge, and the web app sending the silent sign-in request is in different IE security zone than the Azure AD endpoint (login.microsoftonline.com). Trace ID: 83ab678b-4cd5-4bca-9edb-e8300b218800 Correlation ID: b6a6381a-6551-4651-b3ba-4d52ea88e5d1 Timestamp: 2022-12-20 18:25:44Z

This error is experienced when accessing the MSPbots app from Google Chrome, Microsoft Edge, Internet Explorer, and Firefox in private sessions and incognito.

Causes and Resolutions

A browser extension that blocks cookies is often the cause of the error. To resolve this, add the login.microsoftonline.com endpoint in your browser extension to the whitelist. For guided instructions on how to do this, please view [Enable storage of third-party cookies and local data in your browser or app](#) on Microsoft's website.

The error also occurs if third-party cookies are disabled in your browser. You can enable third-party cookies to prevent this error and keep it from recurring. For guided instructions on how to do this, you can also view [Enable storage of third-party cookies and local data in your browser or app](#) on Microsoft's website.

4. Seamless single sign on failed for the user. This can happen if the user is unable to access on premises AD or intranet zone is not configured correctly

Unfortunately, a lot of reasons that can create this issue, please see the doc here

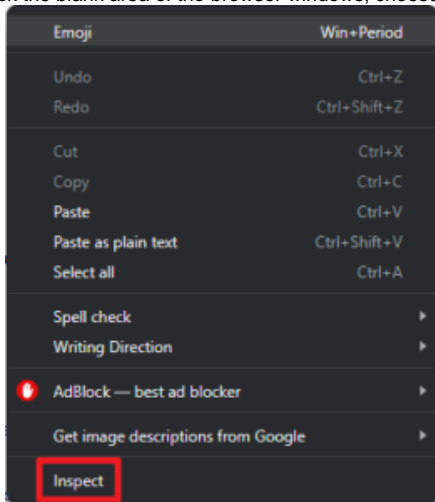
<https://learn.microsoft.com/en-us/azure/active-directory/hybrid/tshoot-connect-ss0>

5. How to Access the MSPbots App from on MacOS, iPhone, or iPad

[How to Access the MSPbots App from on MacOS, iPhone or iPad](#)

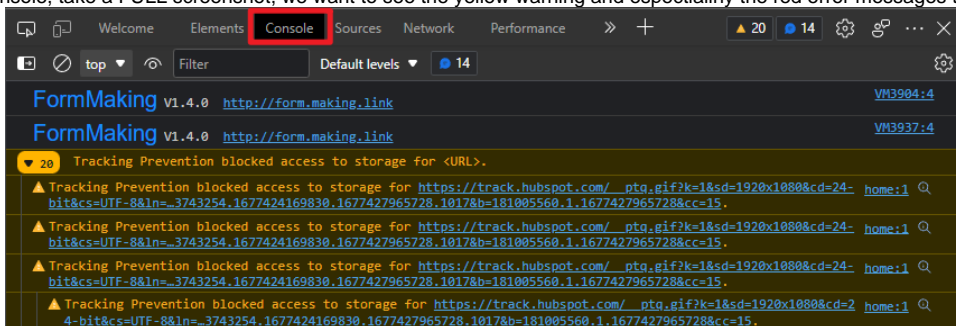
6. If you can't log in issue with those steps, we need your help to collect the following information so we can troubleshoot

1. Right-click the blank area of the browser windows, choose "inspect"



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2. Click Console, take a FULL screenshot, we want to see the yellow warning and especially the red error messages to help pinpoint the issue.



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3. Once you get the Console screenshots, please send them to support@mspbots.ai, so we can help to troubleshoot the issue.

6.1.1. Related Topics

- [Error QBWC1039 when connecting the QuickBooks Web Connector to MSPbots](#)
- [Typing "nt" in Teams shows an error message](#)
- [Typing "stats" returns a message saying "You don't have a ConnectWise user account"](#)
- [Not Receiving Bot Alerts](#)
- [Resolve Common Errors](#)

