

"User is expired" message for staff member in GUI

- **Product:** Aleph
- **Product Version:** 20, 21, 22, 23
- **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care

- **Description**

A staff member trying to log in is getting the "Password not verified on connectable hosts" message in that middle of the screen and, in the box on the upper left: "User is expired". What causes this and how can we fix it?

Resolution

This message appears when the `z66_expiry_date` is earlier than today. To change it, go into the GUI Staff Privileges, highlight the relevant User ID, click on "Modify User", and then update the "Expiration Date".

In some cases the expiration date is calculated by taking the `z66_update_date` and adding the `$pw_library/tab100 PASSWORD-CHANGE-PERIOD` to it. If you don't want staff passwords to expire, you should change this `PASSWORD-CHANGE-PERIOD` to the maximum ("999").