Communicator Administrative Checklist for Login or Startup Issues

If users are reporting issues such as **"cannot log in"** or **"error on startup,"** please review the following checklist to help diagnose and resolve the problem:

User & Extension Settings

- Is the user's **extension active** (not suspended)?

- Are the correct **Editions and Modules** assigned?

- Is the user's **license valid and active**?

Version Compatibility

- Is the **client version** compatible with the **server version**?

- Have there been any **recent upgrades or patches** that may affect compatibility?

License & Capacity

- Are there enough available **user, agent, or session licenses**?

- Are there any **stuck or inactive sessions** not properly logged off?

User Credentials

- Are the **username/ID and password** correct?

- Has the user recently **changed their password**, if required?

- If using agent roles, is the **agent number and PIN** correct?

By systematically checking each of these areas, you can quickly identify and resolve most login or startup-related issues. If the problem persists after completing this checklist, escalate to support@firelinecommunications.com for further review.