



Login errors using admin credentials: Cluster UI and mNode UI

https://kb-stage.netapp.com/on-prem/solidfire/Element_OS_Kbs/Login_errors_using_admin_credential...

Updated: Wed, 24 Jun 2026 04:34:37 GMT

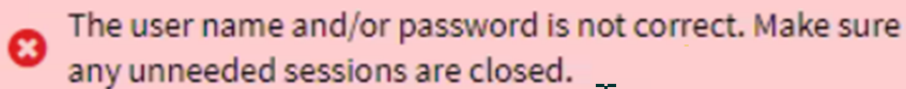
Applies to

- Element Software
- Element Management Node (mNode)

Issue

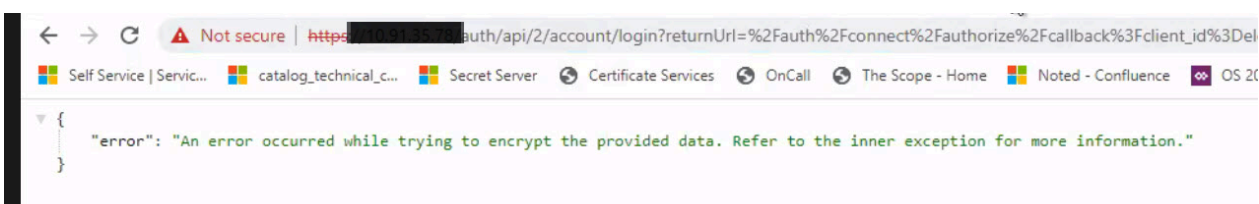
- **API calls work using admin credentials. However issues accessing cluster UI and mNode UI using same credentials.**
- Accessing Cluster UI fails with:

`"The user name and/or password is not correct. Make sure any unneeded sessions are closed"`

 The user name and/or password is not correct. Make sure any unneeded sessions are closed.

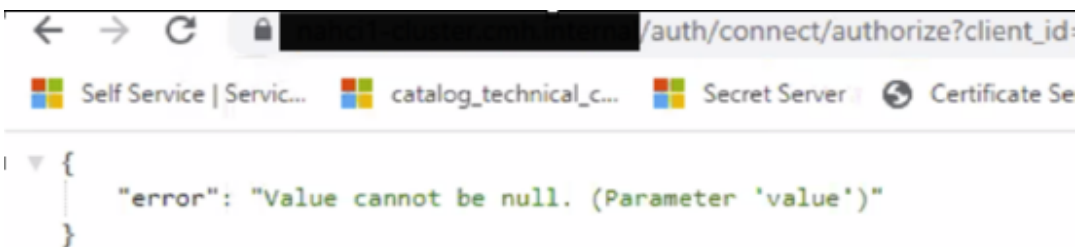
- Accessing MVIP or per-node UI returns:

```
{"error": "An error occurred while trying to encrypt the provided data. Refer to the inner exception for more information."}
```



- Accessing Management Node (mNode) UI fails with:

```
{"error": "Value cannot be null. (Parameter 'value')}"
```



- Swagger UI (mNode) authorization fails with:

```
"Auth Error: Bad Request, error: invalid_client"
```

Available authorizations

API requires the following scopes. Check which ones you want to grant to Swagger UI.

elementOAuth (OAuth2, password)

Token URL: /token

Flow: password

username:

password:

Client credentials location:

Authorization header ▾

client_id:

client_secret:

Auth Error: Error: Bad Request, error: invalid_client

Authorize

Close

- **NOTE:** test with either "mnode-client" or "hci-ui"