HotView Pro Login Error

A user does not exist message may appear following a login attempt due to a corrupt file. Resetting the login credentials to their default settings is the most efficient solution.

1. Exit HotView Pro and terminate all related processes in the Windows task manager. This means any process containing the word "hotview" as part of the filename, and all instances of Java.exe or Javaw.exe that may be running.
2. Search for and locate the file named "nmsusers.xml," which should be located in the .firetide folder (c:\Users\<Name of Profile>\.firetide). Delete only the file named "nmsusers.xml."
3. Restart the HotView Pro Server. You should then be able to log in using the factory default username and password.

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