Dialup Error 691- Article no. 1576

Introduction

Error 691: Access denied because username and/or password is invalid on the domain

Resolution Steps

In **WebTools**:

- Verify the account is **active** and **Dial** is turned **ON**
- Test the username and password

On the **Customer's Computer (Windows Only)**:

- Verify that the **username and password** are entered correctly; **the domain field should be empty**
- Go to **Control Panel | Network and Sharing Center**
- **Right-click** the dialer and select **Properties**
- Select the **Options** tab and click **Display progress while connecting** *and* **Prompt for name and password, certificate, etc**.

- Click **OK** and attempt to dial

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=449