

5 April 2020

## Losing sessions when trying to log into a customers account from Admin

This problem only started a few days ago. We have not made any changes to the website and the web host says they cant find any issues with the server to cause this problem.

OpenCart | ADMINISTRATION

You are logged in as drsim#81

Dashboard Tickets Labels Own label Catalog Sendy Extensions Sales System Reports Help Security Store Front Logout

Home > Customer

Customer

Filter 50 200 500 1000 Add Message Export Approve Insert Delete

Customer Name	Api Secret	Reseller Label	Login into Store	Action	2 - TMP	4 - API used	1 - Own Label	3 - Website	5 - MCOIS	6 - C
NATMB1WL0Y	3551SQE8YA	Yes use own Label	--- Please Se	[ Edit ] [ Add Message ]	No	No	Yes	Yes	No	
TJWDYEEYWF	10685\$PDZJ2		--- Please Se	[ Edit ] [ Add Message ]						
J4MTCAQRFO	1069\$W2XGD		--- Please Se	[ Edit ] [ Add Message ]	No	No	No	No	No	
2BMBMWP4ZT8	6337\$CW RSA		Default	[ Edit ] [ Add Message ]	No	No	No	No	No	
FOOT708G5Z8	3675\$0KZVW		--- Please Se	[ Edit ] [ Add Message ]	No	No	Yes	No	No	
1UB9D0XK20S	4126\$3483F		--- Please Se	[ Edit ] [ Add Message ]	No	No	No	No	No	
HEW6GMR3LLDU	2625\$XLH4U	YES, use Our Company labels	--- Please Se	[ Edit ] [ Add Message ]	Yes	Yes	Yes	Yes	Yes	
3Z3PBKWBAI	6142\$4XWXZ		--- Please Se	[ Edit ] [ Add Message ]	No	No	No	No	No	
IR5X826GS9M3	3816\$BWPYK		--- Please Se	[ Edit ] [ Add Message ]	No	No	No	No	No	
YTMX8Z1VZLN	7590\$KY71D		--- Please Se	[ Edit ] [ Add Message ]						
ALTV31X3Q4Z	929\$KVTO7		--- Please Se	[ Edit ] [ Add Message ]						
BLDQYS258Z	6133\$2N4GM		--- Please Se	[ Edit ] [ Add Message ]	No	No	No	No	No	
WPGAX014K2M	4043\$CLZBP		--- Please Se	[ Edit ] [ Add Message ]	No	No	No	No	No	
IHL2L4FOK5PXQ	3217\$KJ MZE	YES use OWN label	--- Please Se	[ Edit ] [ Add Message ]	No	No	Yes	No	No	
AKUJAB RAR7VLM	8821\$N31 OR		--- Please Se	[ Edit ] [ Add Message ]						

When Admin uses the Log into Store dropdown, the customers account is not opened and looks like the session / cookies are lost

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## Restricted Access

This page is for registered trade customers only. Please [log in](#) to your account to view.

If you are not yet a registered trade customer, please [click here](#) to apply for an account. Once registered, you will be able to view full product and services information (including trade prices) and be able to place orders. In the meantime, please browse the other information pages of this site to find out more about us.

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