

Two Users unable to export to SEBIS

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Cases will be submitted where a specific subset of their users are unable to use the export feature.

This is because the setup of SEBIS is on a per-user basis. Despite it working for one user, it might be misconfigured for the remaining users. Reply with the SEBIS Setup Guide:

[Sebis Setup Guide](#)

Once they've verified the credentials are correct, ensure that Passive Mode is enabled as it needs to be disabled to adjust the settings.