

## Account login failed, appear “ unknown error”

This kind of problem is generally relate to the compatibility between APP software and phone or PC. The solution steps as follows:

1. APP for PC client: Please uninstall the former APP, completely removed, then download an install a new one, the download and install path should replace to the other disks. Please don't use default path when download and install. Then login APP again.
2. APP for Phone client: Please uninstall the former APP, then download an install a new one, please check whether the APP in phone is blocked by security software, such as Security steward, 360 anti-virus software, etc.
3. This kind of problem can also caused by the server, If the above two steps can not help, please wait for the sever to be repaired and then try it again.