**Firefox browser - KB00187**

Impacted App/Service: Firefox browser

Title: The error code 501 appears when trying to login

Short Description: If the login screen does not appear or if there is an error message, follow the steps below to solve the issue.

Resolution:

1. Create an incident ticket assigned to the **Firefox Support** team.
2. Include the following details in the incident:
   1. Machine name
   2. Email address