

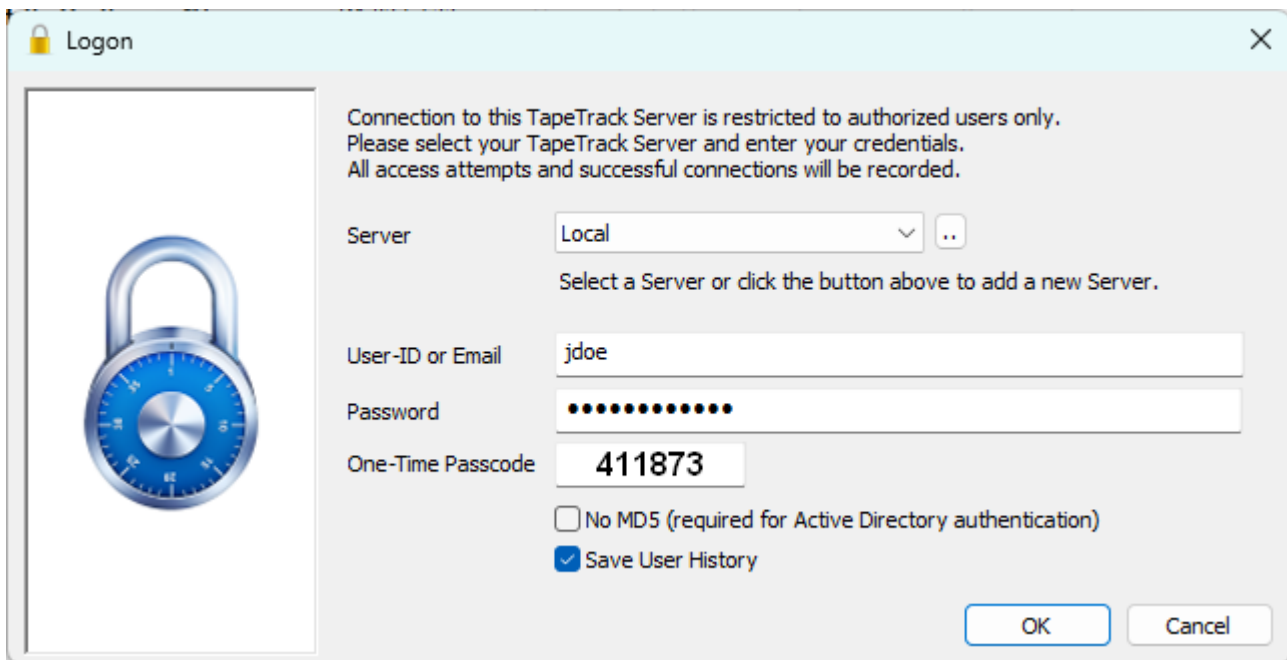
# Desktop Logon

To Logon from your desktop, select your server from the drop-down menu.

Enter your [User-ID](#) and [Password](#).

Check **No MD5** if using Active Domain Integration.

Click OK to login.



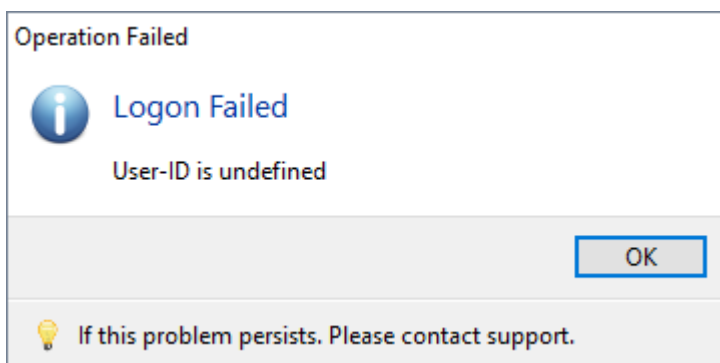
The screenshot shows a dialog box titled "Logon" with a lock icon in the top-left corner. The dialog contains the following elements:

- A large blue padlock icon on the left side.
- Text: "Connection to this TapeTrack Server is restricted to authorized users only. Please select your TapeTrack Server and enter your credentials. All access attempts and successful connections will be recorded."
- A "Server" dropdown menu currently set to "Local", with a button to add a new server.
- Text: "Select a Server or click the button above to add a new Server."
- A "User-ID or Email" text box containing "jdoe".
- A "Password" text box with masked characters (dots).
- A "One-Time Passcode" text box containing "411873".
- Two checkboxes: "No MD5 (required for Active Directory authentication)" which is unchecked, and "Save User History" which is checked.
- "OK" and "Cancel" buttons at the bottom right.

## Login Errors

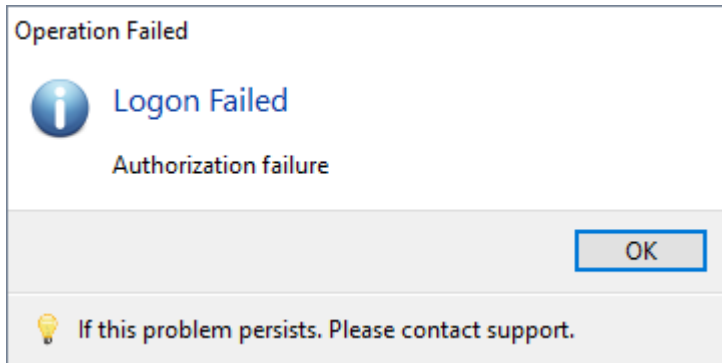
### Incorrect User-ID

If you enter an incorrect [User-ID](#) you will see a popup saying **User-ID is undefined**. Check to make sure your user-ID (or email if associated with your user-ID) is correct before logging in.

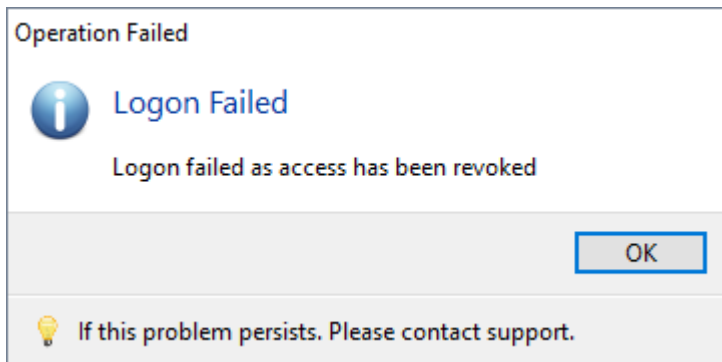


## Incorrect Password

If you enter an incorrect password you will see a popup saying **Logon Failed**. Ensure your password is typed in correctly. If using Active Domain Integration, ensure **NO MD5** is checked.



After 4 incorrect logins, user access will be revoked as a security measure. To reactivate access your administrator will need to reset your password.



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<https://rtfm.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:  
[https://rtfm.tapetrack.com/desktop/logon\\_window?rev=1529541851](https://rtfm.tapetrack.com/desktop/logon_window?rev=1529541851)

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