

Desktop Logon



All user and server details shown are examples only. You will need to insert your own values in order to make a successful connection to your server.

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.

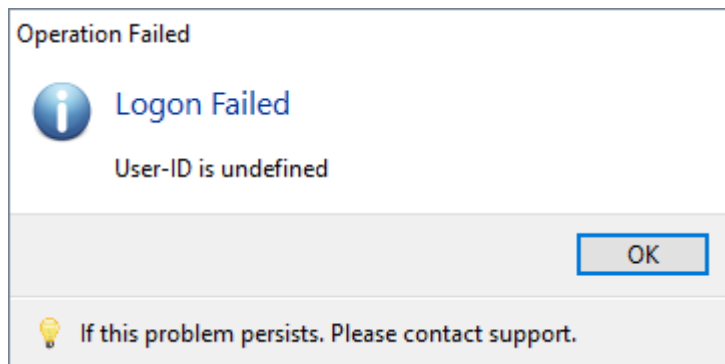
The screenshot shows a 'Logon' dialog box with a light blue title bar and a close button (X) in the top right corner. On the left side, there is a large blue padlock icon. The main area contains the following text and fields:

- 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."
- Server: A dropdown menu showing 'Local' with a small '...' button to its right. Below it, the text "Select a Server or click the button above to add a new Server."
- User-ID or Email: A text input field containing 'jdoe'.
- Password: A text input field filled with black dots.
- One-Time Passcode: A text input field containing '411873'.
- Checkboxes: Two checkboxes are located below the passcode field. The first is 'No MD5 (required for Active Directory authentication)' and is unchecked. The second is 'Save User History' and is checked.
- Buttons: 'OK' and 'Cancel' buttons are located at the bottom right of the dialog.

Login Errors

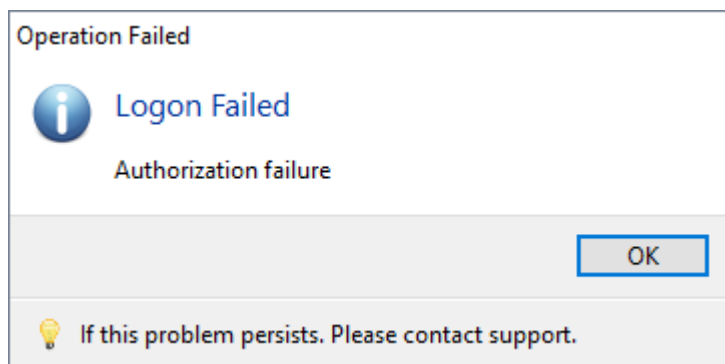
Incorrect User-ID

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



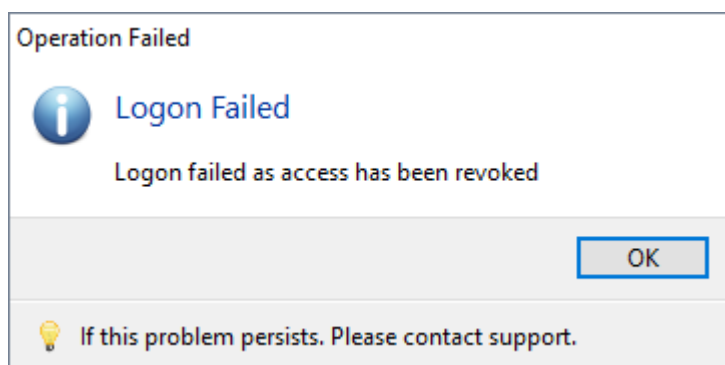
Incorrect Password

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



Access Revoked

After 4 successive 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=1545008186

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