

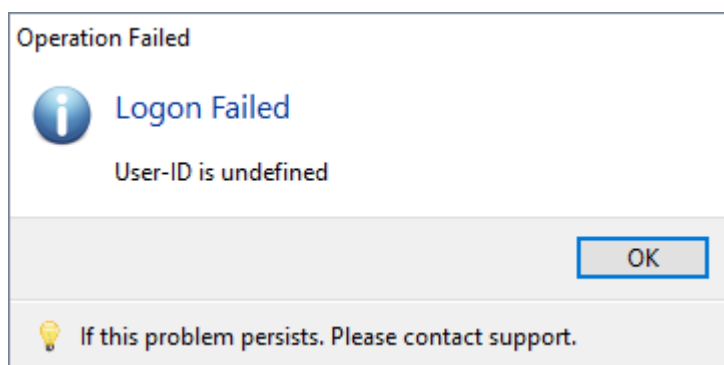
Troubleshooter: Login

The purpose of this troubleshooter is to diagnose why a user cannot login to the TapeTrack Server software.

When logging-in, you can receive one of the following errors:

1. User is undefined.
2. Authorization failure
3. User has been revoked.
4. Connection to Server Failed.

User-ID is Undefined

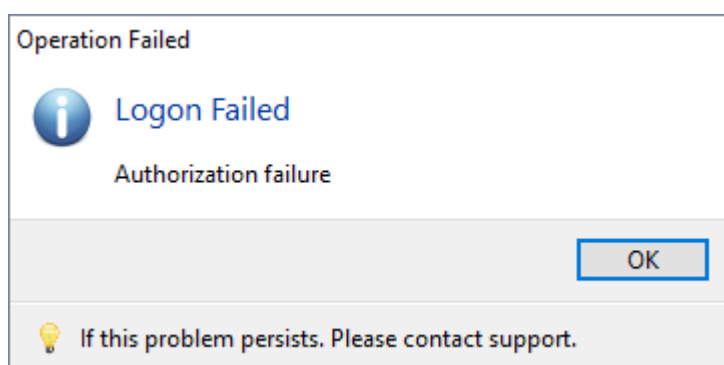


[User-ID](#) is undefined error is presented when there is no matching User in TapeTrack. If you have previously logged in with this [User-ID](#), check:

- Caps lock is not on.
- No typo's when entering [User-ID](#).
- If using Windows AD, your TapeTrack [User-ID](#) must match your Windows AD user name.
- Your [User-ID](#) has not been deleted from TapeTrack.

If you have not previously logged in with this [User-ID](#), check, through your [tapemaster User Administrator](#), your [User-ID](#) has been created in TapeTrack with the correct spelling.

Authorization Failure

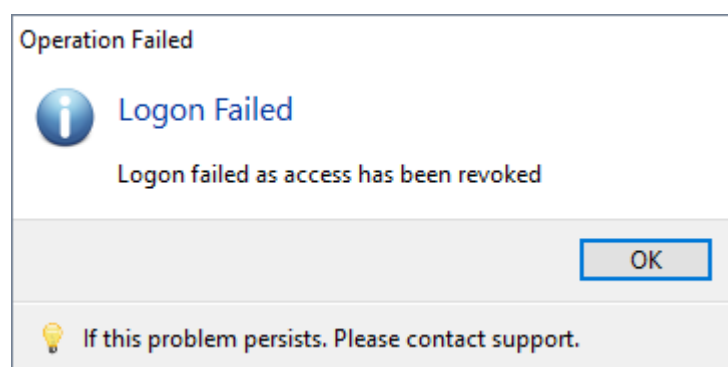


Authorization Failure error is presented when your password is entered incorrectly. If you have previously logged in with this [User-ID](#), check:

- Caps lock is not on.
- No typo's when entering.
- If using Windows AD, ensure the **No MD5** checkbox on the Login screen is checked.
- If using Windows AD, ensure your password matches your current Windows AD password.
- Your [tapemaster User](#) Administrator has not changed your password.

If you have not previously logged in with this [User-ID](#) check, through your [tapemaster user](#) administrator, your [User-ID](#) has been created in TapeTrack with the correct spelling.

Access Revoked



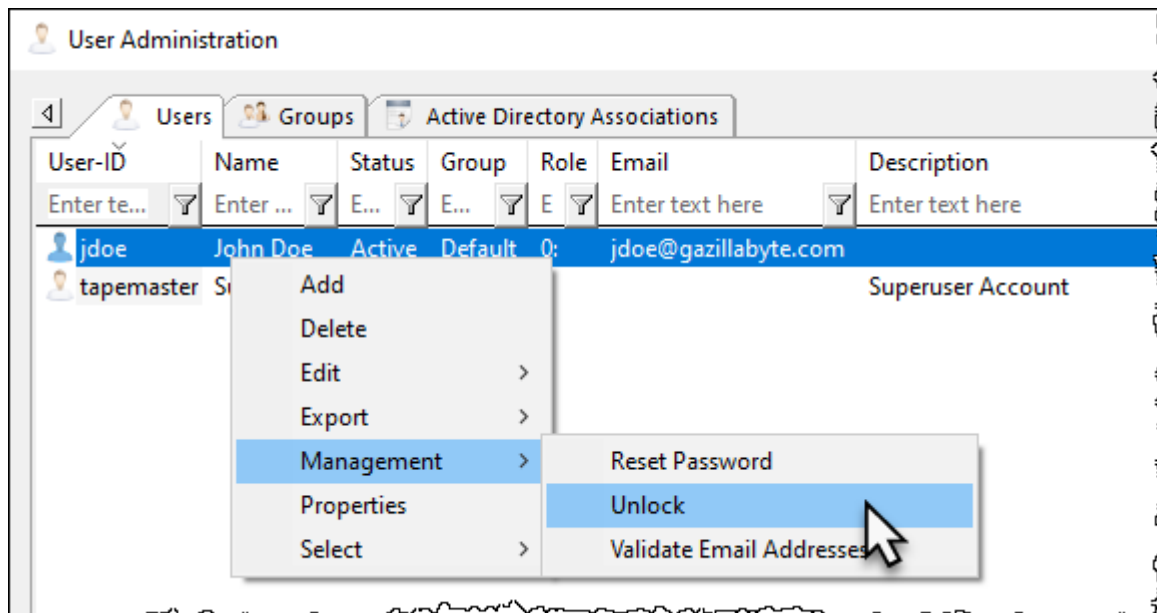
Access Revoked Error is presented when the [User-ID](#) has tried multiple unsuccessful attempts to login to TapeTrack and, for security reasons, had access revoked or the [User-ID](#) has had access revoked by a [tapemaster user](#).



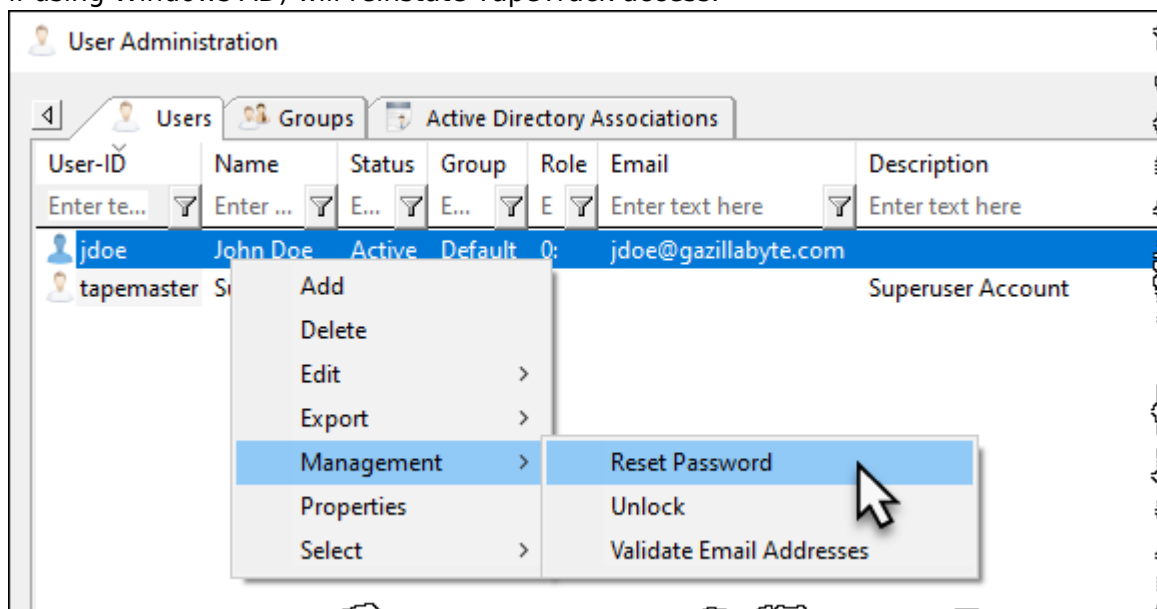
If the [User-ID](#) has been revoked without the user trying to login the cause will usually be a scheduled batch script trying to login with incorrect or outdated credentials. it is best practice to create a [User-ID](#) to be used for scheduled batch scripts to avoid this problem.

There are three methods to reinstate access for a revoked User:

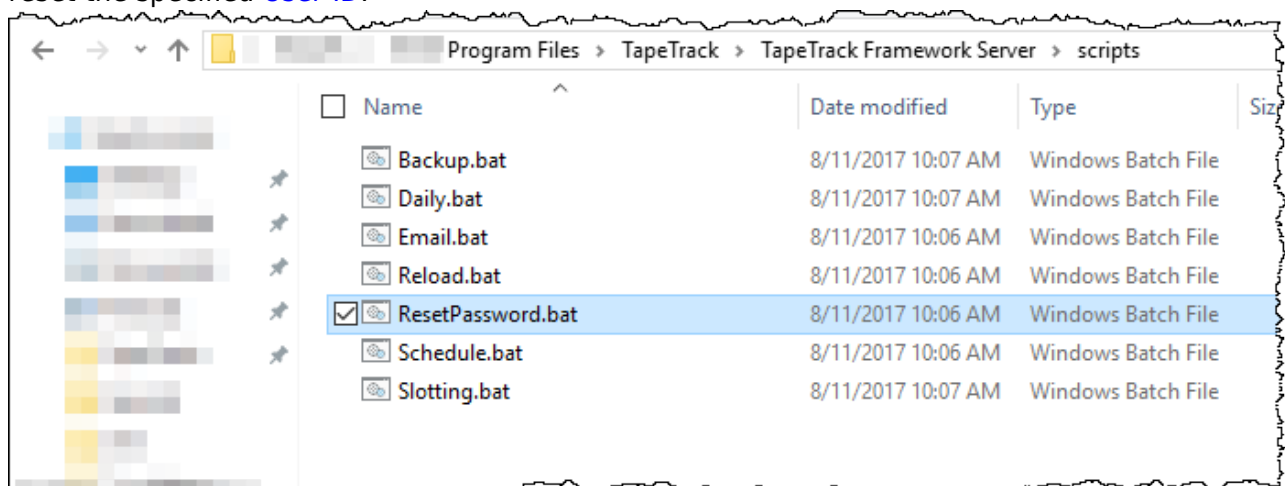
- Unlock User: From the [Group/User Administration](#) window, right-click the [User-ID](#) and select Management → UnLock



- Reset Password: Having a user with [tapemaster](#) user reset your password in [TapeMaster](#) (even if using Windows AD) will reinstate TapeTrack access.



- Reset Password via Command line: If you have administrative rights to the server running the [Reset Password.bat](#) file located in the TapeTrack install directory `TapeTrack\Framework Server\scripts`. This file will unconditionally, provided you have correct access rights, reset the specified [User-ID](#).



Connection to Server failed

Failed connection to server can be caused by sever issues:

- Server is not running
- Firewall blocking transmission between the client and server components
- Server connection has been changed to an alternative IP or DNS
- Connection settings on client side have been altered or corrupted

If, after following the above information, you are still experiencing login problems or you require further information [contact GazillaByte for software support](#).

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

Permanent link:
<https://rtfm.tapetrack.com/troubleshooting/login>

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