

Troubleshooter: Login

The purpose of this troubleshooter is to diagnose why a user can not login to TapeTrack software.

User ID has been used successfully to login previously

```
Error received when logging in
--> User ID is undefined
    --> User ID is mapped to Windows AD
    <--
    --> User ID not mapped to Windows AD
    <--
    <--
```

←-

User ID has not been used to login in before

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

Permanent link:
<https://rtfm.tapetrack.com/troubleshooting/login?rev=1512346272>

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