

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

User mapped to Windows AD

No MD5 checkbox checked on login

Yes

No

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=1512346725>

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