

Troubleshooter: Login

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

Error presented when logging in

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.
- If using Windows AD, the No MD5 checkbox on the login window is checked.

If you have not previously logged in with this User ID, check, through your tapemaster administrator, your User ID has been created in TapeTrack with the correct spelling.

Authorization Failure

Access Revoked

From:

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

Permanent link:

<https://rtfm.tapetrack.com/troubleshooting/login?rev=1512349653>

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