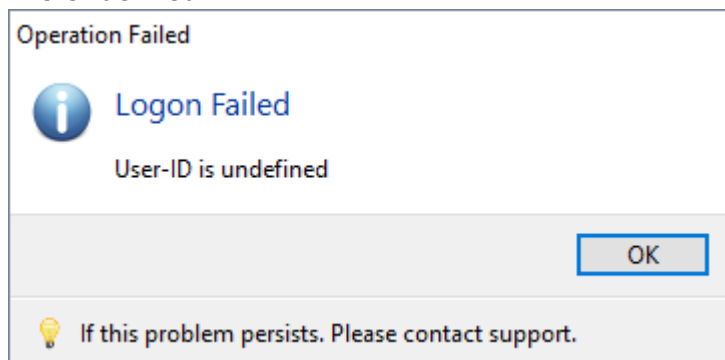


# Troubleshooter: Login

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, your TapeTrack user ID must match your Windows AD username.

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

Authorization Failure error is presented when the password, when logging in, is incorrect. 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 AD password.

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.

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If the User ID has been revoked without the user trying to login the cause will usually be a scheduled batch script trying to login with incorrect or outdated credentials.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.

Having a user with tapemaster rights reset your password (even if using Windows AD) will reinstate TapeTrack access. Alternatively, if you have administrative rights to the server you can run the **Reset Password.bat** file located in the TapeTrack install directory TapeTrack\TapeTrack Framework Server\scripts\ This file will unconditionally, provided you have correct access rights, reset the specified user ID.

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