

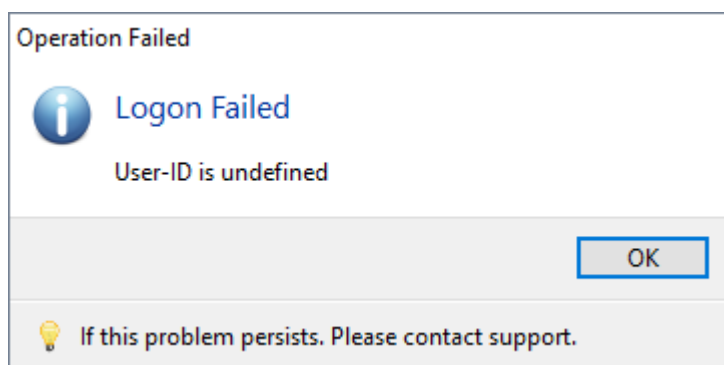
# Troubleshooter: Login

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 User has been revoked.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

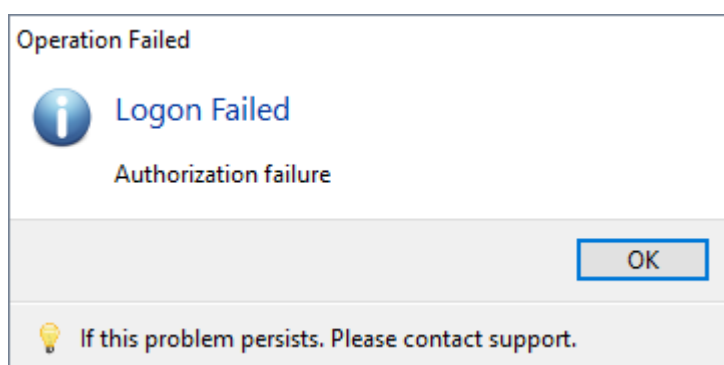


User-ID is undefined error is presented when there is no matching user in TapeTrack. If you have previously logged in with this User-ID, check:

- 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 administrator, your User-ID has been created in TapeTrack with the correct spelling.

## Authorization Failure

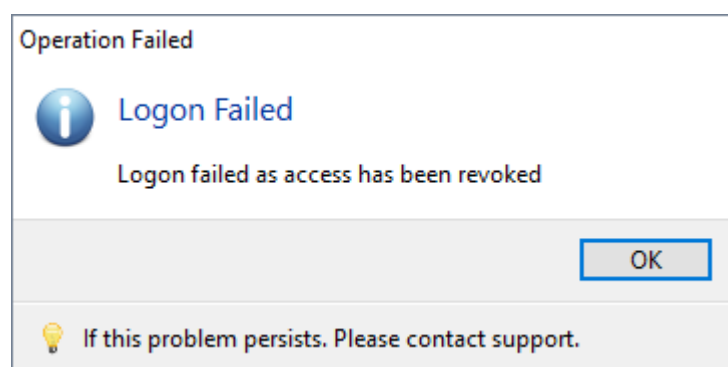


Authorization Failure error is presented when the password, when logging in, is incorrect. If you have previously logged in with this User-ID, check:

- 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.
- Your tapemaster administrator has not changed your 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If the User-ID has been revoked without the user trying to login the cause will usually be a scheduled batch script trying to login with incorrect or outdated credentials.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.

There are two 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 rights reset your password in [TapeMaster](#) (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.

## Connection to Server failed

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**

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<https://rtfm.tapetrack.com/troubleshooting/login?rev=1560468388>

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