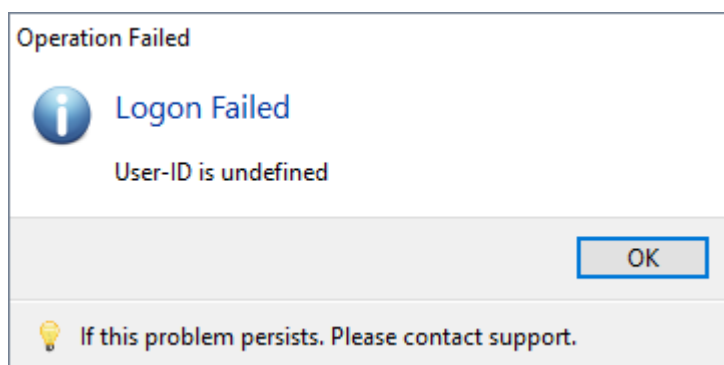# Troubleshooter: Login

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 User has been revoked.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

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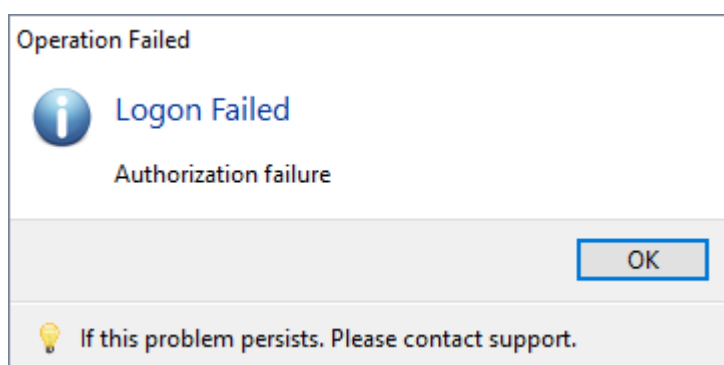
Authorization Failure error is presented when the password, when logging in, is incorrect. If you have previously logged in with this User-ID, check:

- 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 user administrator has not changed your password.

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

Access Revoked
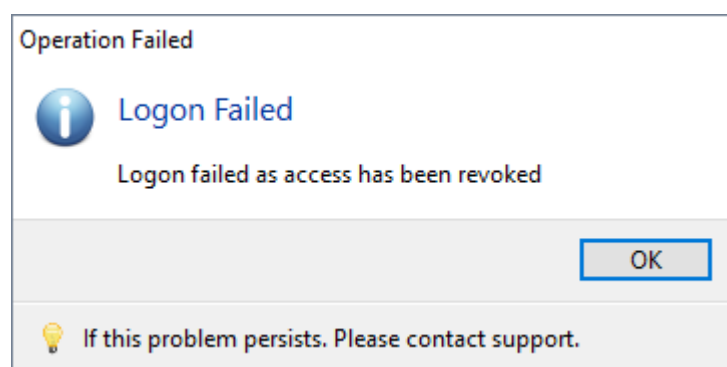
Access Revoked Error is presented when the User-ID has tried multiple unsuccessful attempts to login to TapeTrack and, for security reasons, had access revoked or the User-ID has had access revoked by a tapemaster user.

> If the User-ID has been revoked without the user trying to login the cause will usually be a scheduled batch script trying to login with incorrect or outdated credentials.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 is three 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
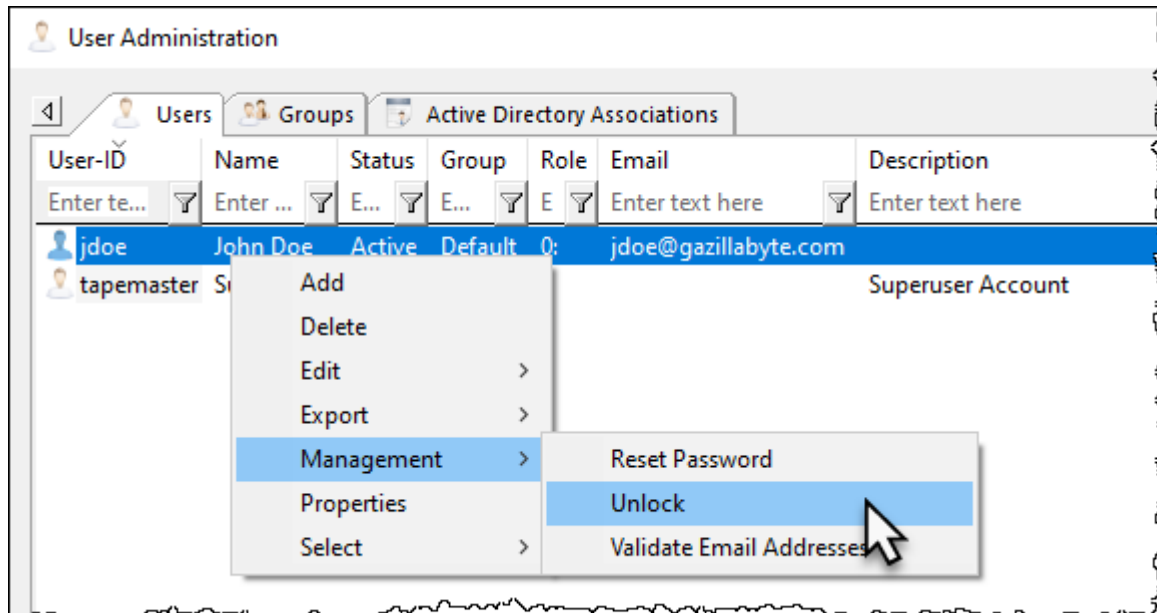
- Reset Password: Having a user with tapemaster user reset your password in TapeMaster (even if using Windows AD) will reinstate TapeTrack access.
- Reset Password via Command line: If you have administrative rights to the server running the Reset Password.bat file located in the TapeTrack install directory 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.

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

Permanent link:
https://rtfm.tapetrack.com/troubleshooting/login?rev=1581986228

Last update: **2025/01/21 22:07**