Desktop Logon

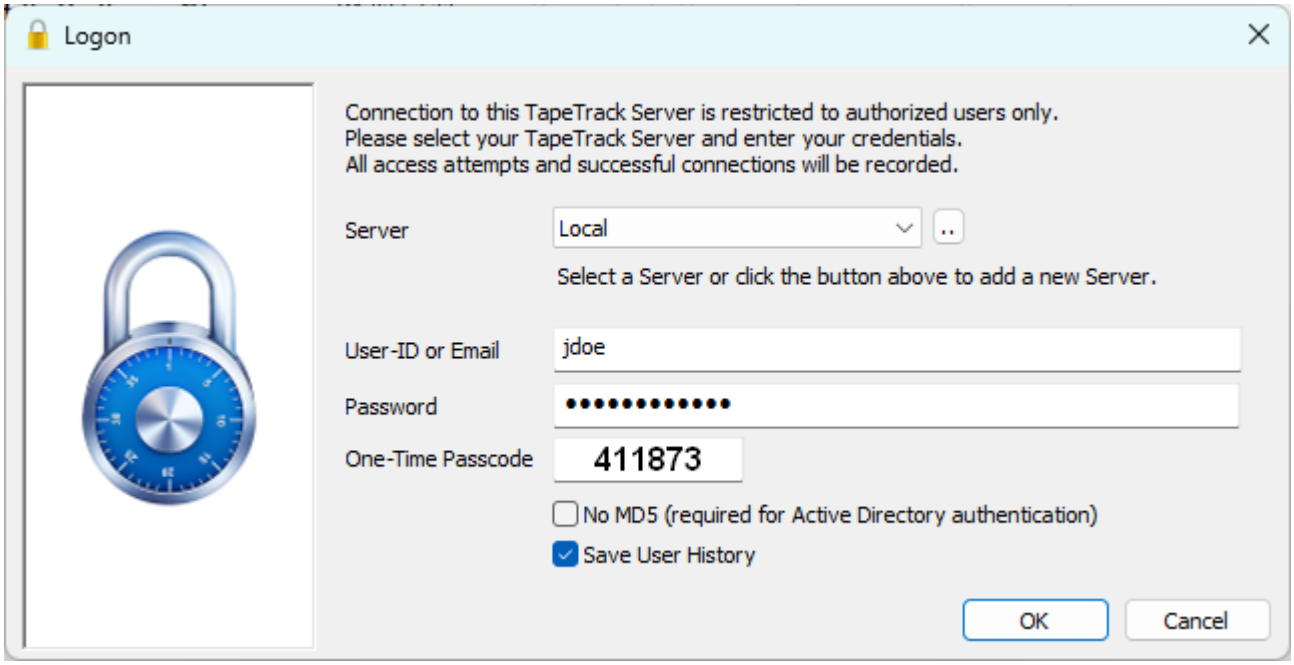
All user and server details shown are examples only. You will need to insert your own values in order to make a successful connection to your server.

To Logon from your desktop, select your server from the drop-down menu.

Enter your User-ID and Password.

Check **No MD5** if using Active Domain Integration.

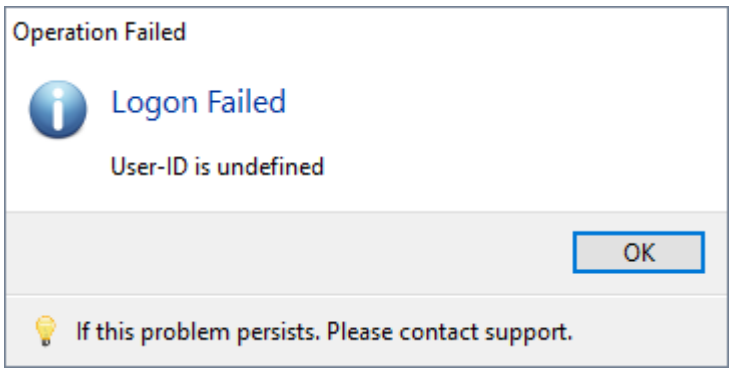
Click OK to login.



Login Errors

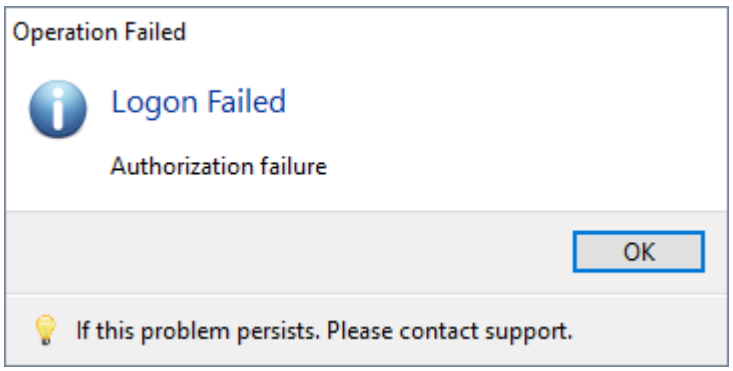
Incorrect User-ID

If you enter an incorrect User-ID you will see a popup displaying **User-ID is undefined**. Check to make sure your user-ID (or email if associated with your user-ID) is correct before logging in.



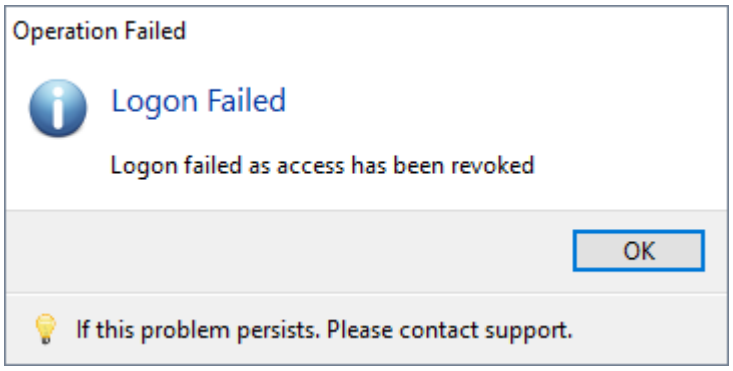
Incorrect Password

If you enter an incorrect password you will see a popup displaying **Logon Failed**. Ensure your password is typed in correctly. If using Active Domain Integration, ensure **NO MD5** is checked.



Access Revoked

After 4 successive incorrect logins, user access will be revoked as a security measure. To reactivate access your administrator will need to reset your password.



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

Permanent link:
https://docs.tapetrack.com/desktop/logon_window?rev=1529542195

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