Desktop Logon

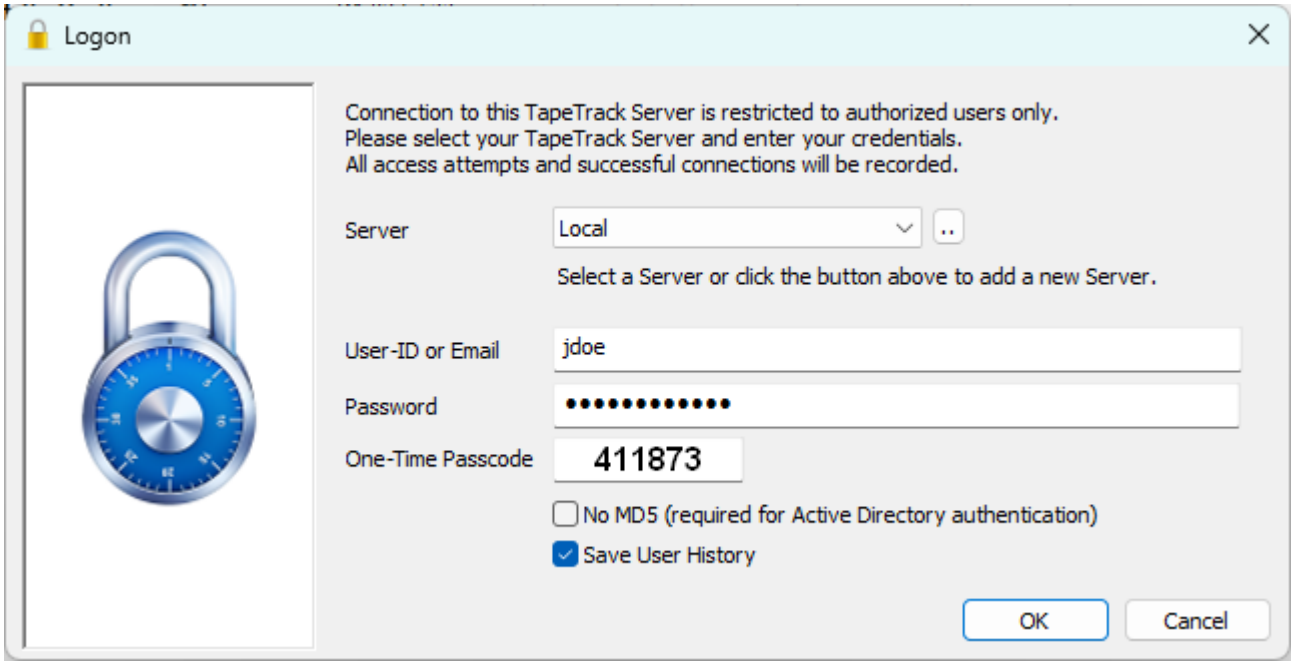
All user and server details shown are examples only. You will need to insert your own values in order to make a successful connection to your server.

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.

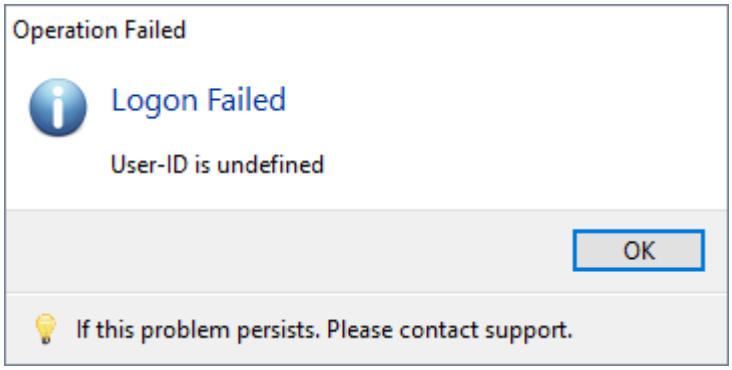


Login Errors

For troubleshooting login errors see Troubleshooter Login

Incorrect User-ID

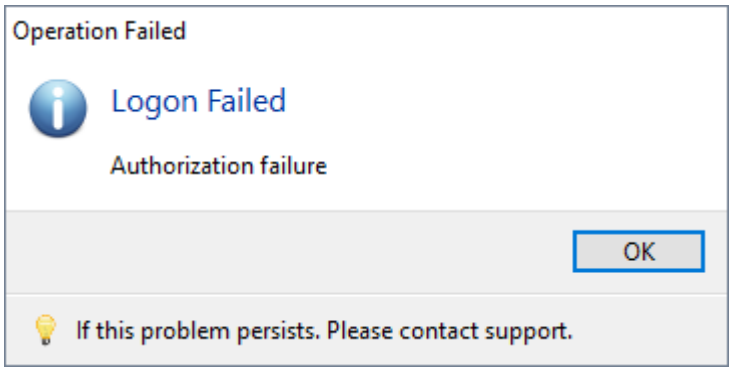
If you enter an incorrect User-ID you will see a popup displaying **User-ID is undefined**. Check to make sure your User-ID (or email if associated with your User-ID) is correct before logging in.



Incorrect Password

If you enter an incorrect password you will see a popup displaying **Logon Failed**. Ensure your password is typed in correctly.

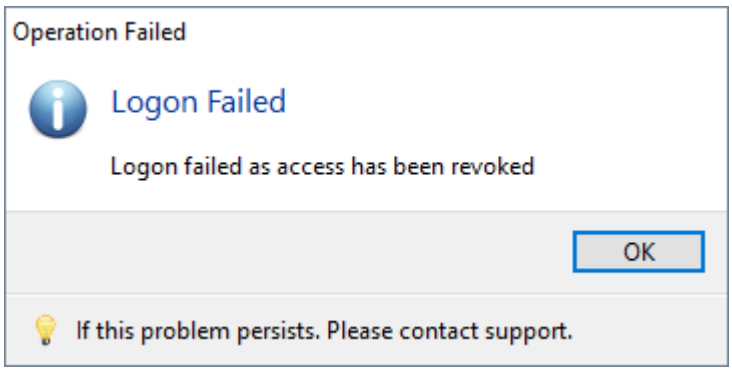
If using Active Domain Integration, ensure **NO MD5** is checked.



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=1599438753

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