Troubleshooter: Slotting (Previously Working Automatically via Scheduler) No Customer Access

An error of **Customer List Successful: Customers(0)….** is caused when the logon is successful but the login ID has no access rights to Customer ID's.

This may be caused by someone editing the access rights to the Slotting user ID or the group that the Slotting user ID is assigned to.

Check the user ID access rights via TapeMaster by either logging in to using the Slotting ID credentials or using a tapemaster enabled User ID to access the Slotting ID in the Group/User Administration panel.

Does the Slotting User ID have Customer ID Access



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