# Troubleshooter: Slotting (Previously Working Automatically via Scheduler) Add User

## There are two solutions to fixing the undefined user:

## 1) Add User to Match Slotting Script

Open Slotting.bat (in TapeTrack install directory TapeTrack\TapeTrack Framework Server\scripts) by right clicking on the file and selecting **Edit** to open in a text editor (such as Notepad or Vi).

Obtain user ID and password from the script command line attribute:

-S userID:-password@serverAddress → user ID and password as displayed. -S userID:passwordFile@serverAddress → user ID as displayed, password in file at that location.

Add new user to TapeMaster to match the above credentials.

Double click the slotting.bat file (or right click and run) to check the file runs successfully by checking the output file slotting_error.txt (default installation location within the TapeTrack directory is TapeTrack\TapeTrack Framework Server\var\reports).

## 2) Edit Slotting Script to Match Existing User ID

Obtain user ID and password of a known user (best practice is a separate user dedicated for running scripts) with the correct access credentials.

Open Slotting.bat (in TapeTrack install directory TapeTrack\TapeTrack Framework Server\scripts) by right clicking on the file and selecting **Edit** to open in a text editor (such as Notepad or Vi).

Edit the login credentials (-S userID:-password@serverAddress) to match the new user ID and password and save the file, making sure to save as a .bat file.

Double click the slotting.bat file (or right click and run) to check the file runs successfully by checking the output file slotting_error.txt (default installation location within the TapeTrack directory is TapeTrack\TapeTrack Framework Server\var\reports).

## Slotting Process Running Successfully ?



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

Permanent link:
**https://docs.tapetrack.com/troubleshooting/slotting_automatic_user_defined_no?rev=1510275548**

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