

**Logging In: User Cannot Log In**

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|---------------------------|---|
| <b>Problem Summary</b>    | User is not able to log in to the Unified IS system.  |
| <b>Error Message</b>      | Not applicable.   |
| <b>Possible Cause</b>     | This can happen because of any of the following reasons:<br><ul style="list-style-type: none"> <li>- User is not a member of the CUISLocalUserGroup.</li> <li>- The environment requires a domain name or machine name at login, that was not specified.</li> </ul>   |
| <b>Recommended Action</b> | Make sure the user has been added as a member of the CUISLocalUserGroup. For more information, see Adding Unified IC Users section in the Intelligence Center User Guide For Cisco Unified Intelligence Suite 7.5(x).<br><br>If the environment requires a domain name or machine name, make sure it is prepended to the user name (AD_NAME\user01). If you are prompted with an ActiveDirectory login prompt, re-enter your Windows login information. |
| <b>Releases</b>           | Release 7.5(x)  |
| <b>Associated CDETS #</b> | None  |