

Login Problems

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| Problem Summary | Can Access Dashboard Login Page but cannot login. |
| Error Message | Invalid user name specified. |
| Possible Cause | Incorrect or invalid username or password entered. |
| Recommended Action | <p>Re-enter username and password as follows:</p> <p>Network Users:</p> <ol style="list-style-type: none"> 1. Name: <windows_network_domain>\<username> 2. Password: <network password> <p>Local Users:</p> <ol style="list-style-type: none"> 1. Name: <localhost>\<username> 2. Password: <local_password> <p>Note: Local users are typically administrators for whom Windows user accounts have been setup on the Support Tools Server machine. This allows them to access the Dashboard in scenarios when normal network authentication is unavailable.</p> |
| Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. |