

**JKB00205**

8/28/2002

## **CockpIT Administrator Cannot Access the Administrator Site**

### **Symptoms:**

When trying to enter the CockpIT Administrator site either of the following error messages appeared:

**"Failed to check in, wrong login parameters"**

**"You are not authorized to enter here!"**

### **Possible Causes:**

- User is using the wrong username or password
- User account name is locked, disabled, expired or time restricted in the directory service
- This is a new user account and CockpIT is not yet synchronized with the directory service

**If any of the above may be applicable, see JKB00203 – "Single user cannot access the CockpIT" on page 8.**

- Administrator user account is not a member of the CockpIT admin group
- The administrator user account was recently added to the CockpIT admin group and CockpIT has not yet synchronized with the directory service.

### **Possible Resolutions:**

- First, make sure that this user account can access the CockpIT user site. ([http://\"cockpitserver\"/cockpit/user](http://\))

**If this account cannot access the user site, please refer to the tech note:**

**JKB00203 " Single user cannot access CockpIT" on page 8.**

- The default group that can access the CockpIT admin site is "Administrators". You can change that setting in the CockpIT Server registry parameter:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Jetro\JDS\  
**AdministrationGroup**

- If you recently added this user account to the directory service group, wait for the refresh interval or restart JDS service to manually start synchronization.