

JKB00203

8/28/2002

Single User Cannot Access CockpIT from the Logon Page

Symptoms:


When trying to enter CockpIT an error message may appear:

"Failed to check in, wrong login parameters"

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 user account was recently added to the directory service. CockpIT has not synchronized since the name was added

Resolution:

- Confirm username and password are being entered correctly. Make sure caps lock is off.
- Look for the user in the Users Center in the CockpIT Administrator Site. Disabled users will be marked with a . (See Viewing Users and Effective User Rights on page 45 of the User Manual)

If a user has recently been added to the directory service, but does not appear in the CockpIT Users Center, CockpIT probably has not synchronized with the directory service yet. CockpIT synchronizes with the directory service at intervals defined by the system administrator. You can set the directory service synchronization interval by changing the following Registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Jetro\JDS\
ADRefreshPeriod

(1000 equals 1 second)

The default interval is 10 minutes.

- Check user account status in the directory service.