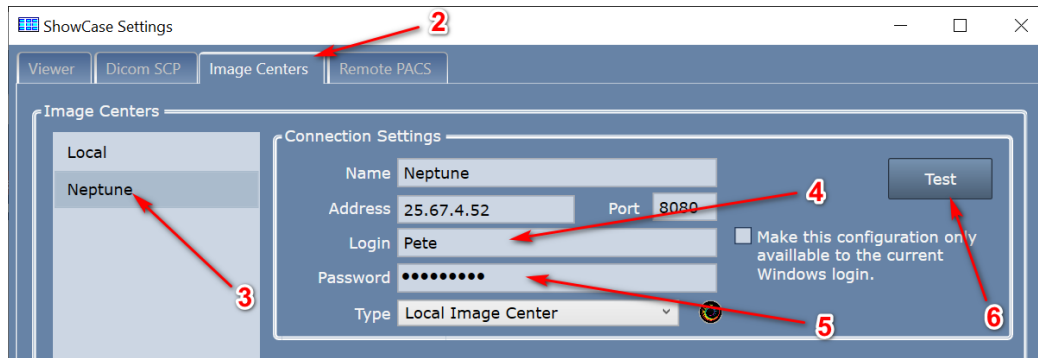




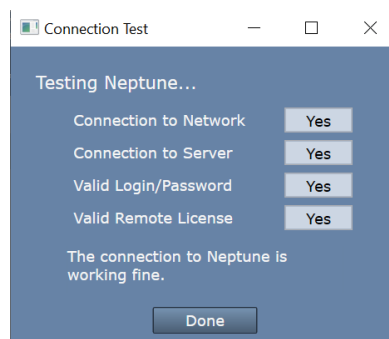
How to fix “Login or password is incorrect”

The most common cause of this problem is that someone changed a password on the computer where the Image Center is installed. When ShowCase Premier was configured to access the Image Center, a login and password was entered to allow access to the Image Center. This login and password is actually a login name and password of a Windows Login Account on the Image Center computer itself. Here's how to fix it:

1. In ShowCase, click on the Edit menu and select ShowCase Settings. A dialog will appear:



2. Click on the Image Centers tab.
3. Select the Image Center that is having the problem.
4. Note the Login entered on the right. This is the name of a Windows Login on the Image Center computer.
5. Find out what the new password is for that Login. Enter it into the Password field.
6. Press the Test button.



7. If all tests pass with a Yes, you are good to go.

If you keep getting "Valid Login / Password" of "No"

Make sure you have the right login and password and are entering it correctly. Make sure that the Image Center is properly configured with the necessary user that match the login name. You may want to go to the Image Center computer itself and try logging into Windows on that computer using the login and password you expect. If you can't log into the Image Center computer, contact your IT group or the person you suspect was most likely to have changed the password.

If you are on a Windows domain, Login needs be entered as domain\user. Without a domain, try both user and .user.

Window can be picky about whether the login “Name” or “Full Name” is used. To display both login names, open Windows Computer Management, then expand “System Tools” and “Local Users and Groups”, and click “Users”. Try both “Name” and “Full Name” for “Login”.

But this has been working just fine! We didn't change anything!

Our support desk has been addressing this problem for years now, and in every case, a Windows password change was the root of the problem. Usually, it's because someone changed a password because they were prompted to and didn't realize it might affect ShowCase.

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