

Troubleshooting Smbserver Mappings

Missing “Clear Text” Registry Patch Error

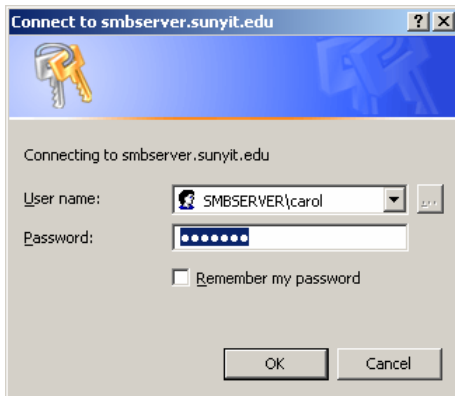
Computers that do not have the “clear text” registry patch will produce an error message like “*You are not authorized to log in from this station*”. Contact the [User Services Help Desk](#) to have the registry patch installed.

Smbserver Connection Error

Smbserver mappings may not connect for the following reasons:

- ◆ the smbserver address is incorrect
- ◆ the SITNet password was saved and later changed
- ◆ the smbserver itself may be inoperable

In each case, a message will appear indicating that the server was attempting to connect and then the smbserver logon screen is presented. Enter your SITNet password and click OK.



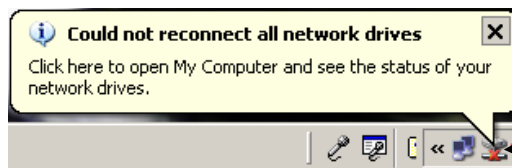
If you still can not get connected, follow the instructions to create a smbserver mapping making sure that you use the correct syntax for the smbserver address or contact the [User Services Help Desk](#).

Disconnected Network Mappings

If you do not have access to network printers, check to see if your smbserver mapping is disconnected. Disconnected mappings have a red X on the icon to show it is not connected to the network. To reestablish the drive (mapping) to the network, double click on the icon and enter your SITNet username and password.



NOTE: Some Windows XP computers do not reconnect network drives (mappings and printers) when they are restarted and will display this error message. The mappings need to be reconnected to the network before network services (printers and mappings) are available.



To reconnect to the network, click on the network drive icon once. Double click on your smbserver mapping. Enter your SITNet username and password.