

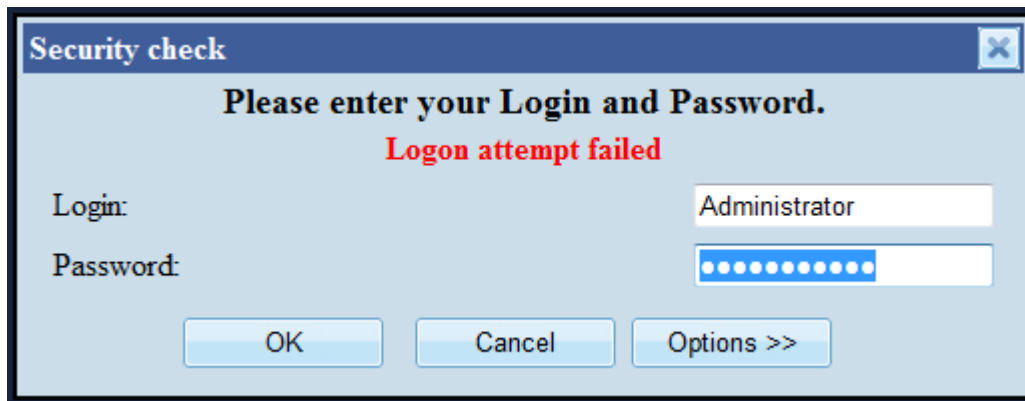
KB-0089-Can't log in from Vista client

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	11-06-2009		
Product	WebCCTV, Guard NVR\DVR		
Version	All		

DESCRIPTION

Sometimes you can't log in on the server from a Vista client PC. You are sure that you've entered the password correctly and it is possible to log in from the client with another OS (e.g. XP Pro), but Vista doesn't allow to log in and the following message appears:



SOLUTION

The reason of the problem is situated in the Windows Vista security policy. If the time difference on the server and on the client is 2 days (48 hours) or more, Vista doesn't allow to log into the server.

To fix the problem, check the time difference between server and client. If the difference is more than 48 hours, change the time on the client or on the server.

Remark: If you have this kind of time differences, this means your time synchronization is not working on the server, client or even both.