

# KB-0073-Logon fails from Vista Client-3.9.2.0

## GENERAL

|                     |                                |                  |                 |
|---------------------|--------------------------------|------------------|-----------------|
| <b>Distribution</b> | <b>OEM/Partner/Distributor</b> | <b>Installer</b> | <b>Customer</b> |
|                     | YES                            | YES              | YES             |
| <b>Last Update</b>  | 25-03-2009                     |                  |                 |
| <b>Product</b>      | WebCCTV, GuardDVR/NVR          |                  |                 |
| <b>Version</b>      | 3.9.2.0                        |                  |                 |

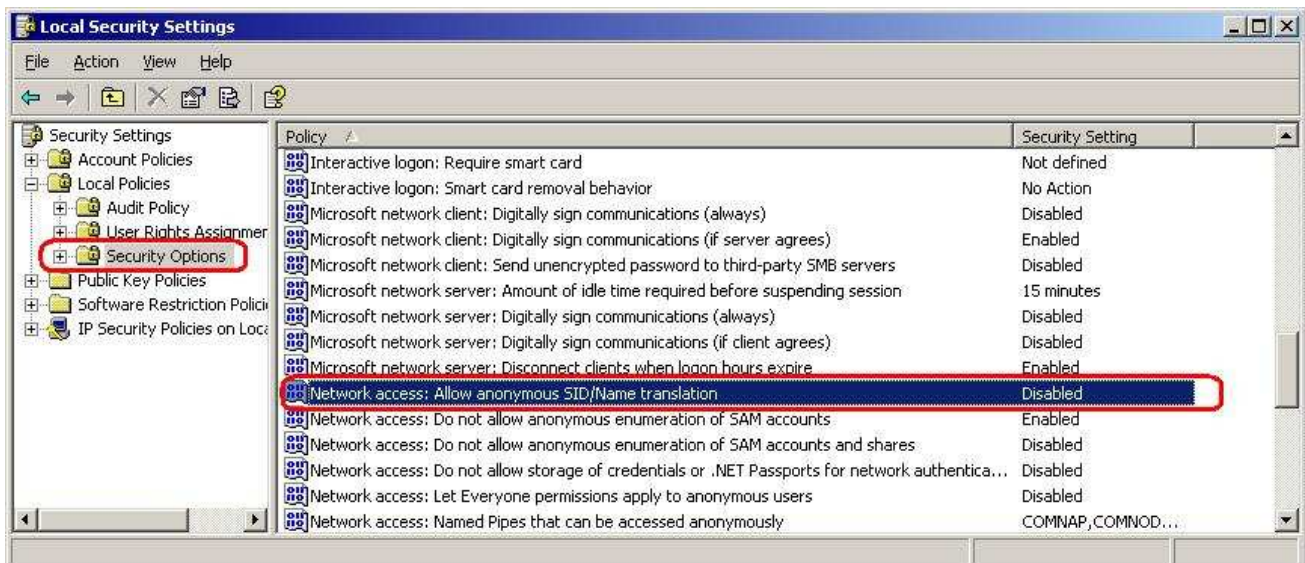
## DESCRIPTION

In very rare cases it happens that you don't seem to be able to logon to a WebCCTV server 3.9.2.0 from a Vista client. The logon procedure always says that the credentials are wrong even if you enter the correct credentials. This article describes what probably can be the reason of this issue and how to solve it.

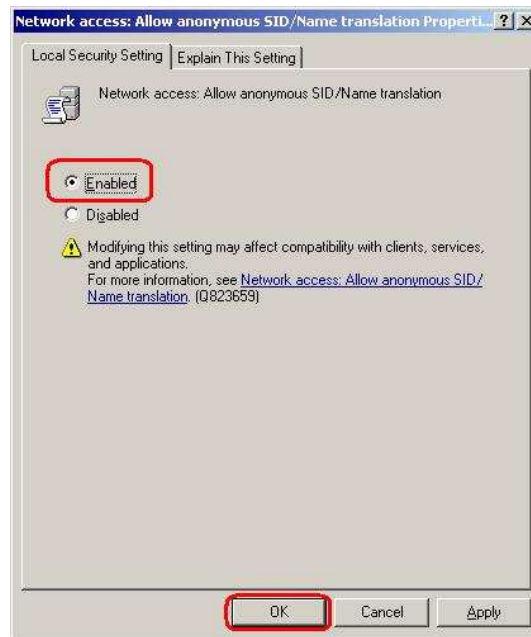
## SOLUTION

To try to solve this problem, please perform the steps below on the Server unit where WebCCTV is installed:

- **Stop** Video Server.
- Go to **Start → Control Panel → Administrative Tools → Local Security Policy** and open it. Select **Local Policies → Security Options**.
- Locate in the right pane the row: **Network acces: Allow anonymous SID/Name translation**. Right click on it and select **Properties**.



- Activate the **Enabled** setting and click **OK**.



- **Start** Video Server.

Try to connect from your Vista client to the Video server.