



Tech Info Library

AppleSearch: Not Recognizing Users (9/94)

Revised: 9/8/94
Security: Everyone

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TOPIC -----

Customer is experiencing problems with AppleSearch 1.0.1 running on an AWS 9150 with AppleShare 4.0.2. Everything seems to be properly installed. AppleShare is working and they have turned on Program Linking in the Sharing Setup Control Panel.

However, they have found that regardless of the AppleSearch login they use (Administrator or any other user name and password) they get the error "Sorry, this user name is not recognized." Can you provide any suggestions as to what this problem might be?

DISCUSSION -----

This error is generated when the AppleShare user profiles have not been defined to use Program Linking. The server administrator must use AppleShare Admin to open each AppleSearch user's AppleShare profile and check the "Program Linking Enabled" option.

Support Information Services

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