



# Tech Info Library

## At Ease Admin: Access Information No Longer Valid (10/96)

Revised: 10/30/96  
Security: Everyone

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TOPIC -----

I have the Apple Network Administrator Toolkit (ANAT), and when I launch the At Ease Administration application, to administer our At Ease 4.0 computers, I get this error message, "User's access information is no longer valid." I keep getting this message, no matter what workstation I launch the program from. How do I fix this?

DISCUSSION -----

Below are four items to check which should resolve this issue:

- Make sure you are entering the proper name and password.
- Make sure the owner of the At Ease volume on the server has not changed.
- On the server, throw the At Ease Server preferences file in the trash. (The At Ease Server preferences file is in the preferences folder which is in the System Folder.) Then restart the server. When you launch the At Ease Administration application, you will be prompted to enter the volume name and the name and password of the owner of the At Ease volume.
- If you have mounted any volume of the server on your desktop, unmount it first before trying to open the At Ease Administration Application. If you are using At Ease Administration Application which is signed on to an active workgroup, that auto-mounts a volume from the same server using a different user name and password, you may need to quit from that workgroup.

Article Change History:  
30 Oct 1996 - Added a fourth item to check.

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