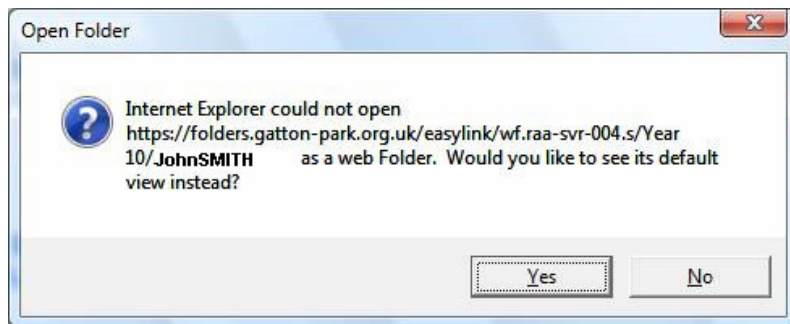


Common Issue With RM EASYLINK™

If you log in without a domain name (even if everything else is configured correctly), the following issue is seen:

You are prompted for your RM Easylink password three times before logging in.

You see the following error message when you click on the show home directory link:



Symptoms

When Microsoft® Internet Explorer® 7 on Windows Vista® is used to access RM EasyLink™, the user may be asked for their username and password three times before being granted access to the site.

The correct username and password is being entered each time.

Additionally, when accessing My Documents within RM Easylink, the user may be asked to re-enter their username and password - and may be asked for these details three further times.

Once logged in, RM Easylink works as expected.

Cause

This behaviour is caused by Internet Explorer® trying to use the user's local computer name to log in rather than using the network domain name.

Procedure

To prevent this issue, users should provide their fully qualified username, which takes the form NETBIOSNAME\username when logging in.

NETBIOSNAME is the short version of the school's domain name, also called the NETBIOS domain name.

In the following example (see screenshot below), the username is johnsmith, and the school's full network name is gatton-park. The fully qualified username is therefore **gatton-park\johnsmith**. See image below.

