Problems logging in to EFT Server Administrator interface as administrator

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server (all versions)

SYMPTOM

Problems logging in to administration interface as administrator

RESOLUTION

Occasionally, an administrator may not be able to log in to EFT Server using the Administrative Interface. This may occur when running the EFT Server service under the local system account. The temporary workaround is to stop and restart the EFT Server service, then log in again. If you are running the EFT Server service under the local account and having this problem, do the following:

1. Open the Windows **Services** dialog box.
2. Right-click the **EFT Server service**, the click **Properties**.
3. Click the **Log On** tab.
4. Under **Local System account**, select the **Allow service to interact with desktop** check box.
5. Click **OK**.

For information, refer to ***Server > Connection Problems*** in the help file for your version of EFT.

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