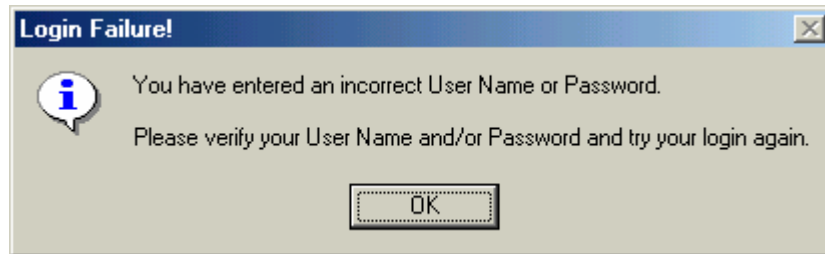


TECHNICAL NOTE

March 4, 2003

SUBJECT: Security Password Case Sensitivity

PROBLEM: When a user is logging into one of DTW's secure modes for the first time the following error message can be received even if the correct User ID and Password are entered:



This problem will only affect new users trying to enter the secure DTW program for the first time. If a User has successfully entered the system previously, this problem will not affect them.

CAUSE: The New System User Login entry made by the Administrator was entered with one or more uppercase letters and the entry on the DATATRACE Login screen defaults to lower case letters. This causes a mismatch and the user is not admitted to the program.

CURE: Make sure that all Login text box entries for new users on the New System User screen are made with lowercase characters.

For those users already entered into the Users log, deactivate the original User entry and make a new entry for the New User by entering only lowercase characters in the Login text box.

PROCEDURE:

Inactivate the original User entry on the Users screen by clicking on the Active check box to remove the check mark. Enter a new User by clicking on the Add User button.

When the New System User screen appears, type a new entry into the Login text box. Make sure that the Login entry is in lowercase characters. The Full Name entry can be in uppercase or lowercase characters. Make your Security level selection, then click the Save button.

Click the Close button, and then click the Exit button.

The New User should enter the program without any further problem. Follow the program's instructions regarding the new password requirements.