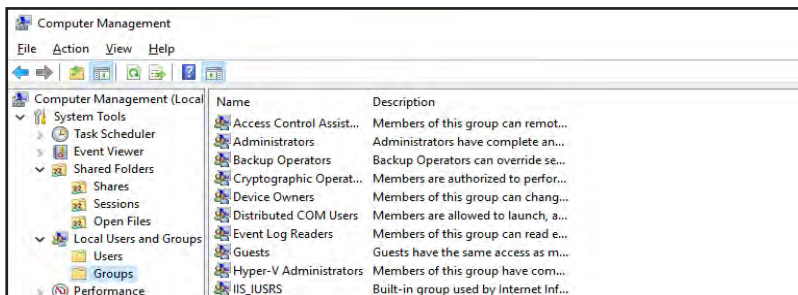


Applies To: All versions of DNA Fusion

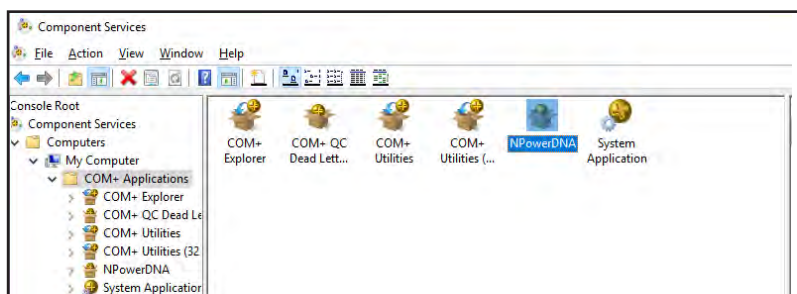
Issue: Failure to login. Reason: General Access Denied. The client workstation fails to log in to the DNA Fusion application while the other clients on the domain have no issues.

Solution: The windows user that is currently logged in must have permission to access the DCOM/MSDTC services on the Application Server.

1. **Verify** that the following settings are correct.
 - a. **Ensure** the Windows account has been added to the *Distributed COM Users* and the *DNAUSERS* groups on the Application Server.
See the page 2-13 of the DNA Fusion Technical Manual for more information.



- b. **Confirm** the DNA Fusion Application Server is on the same domain as the DNAFusion client workstation.
- c. **Ensure** the client is attempting to connect to the correct Application Server.
 - **Ping** the Application Server by name and **verify** that it resolves to the correct IP Address.
- d. **Verify** that the DNA Fusion client's *COM+* object has the correct Application Server name.
 1. **Right-click** on the clients *COM+* object.
 2. **Select Properties.**
 3. **Select the Activation tab and verify** that the *Remote Server* name is correct.



2. If the client still fails to connect, **log in** to Windows with a different account (preferable an account that has been successful logging in at another client DNA Fusion workstation) and then attempt to launch DNA Fusion.
3. If a working account log in fails to connect, **contact** the system's IT department to **re-add** the client to the domain and reboot PC.
If the client connects, the software and PC are configured correctly and the issue is permissions related. **Verify** the settings above and attempt to **add** the remote server via IP address (see below).
 - a. **Change** the *Remote Server* name of the *NPower DNA COM+* Object.
 1. **Right-click** on the clients *COM+* object.
 2. **Select** the *Activation* tab and **enter** IP address of the Application Server. If this works, there might be some DNS issues on the network.