

## EVault Authentication Problems

EVault will always attempt to use the credentials of the logged in user whenever accessing vaulted items.

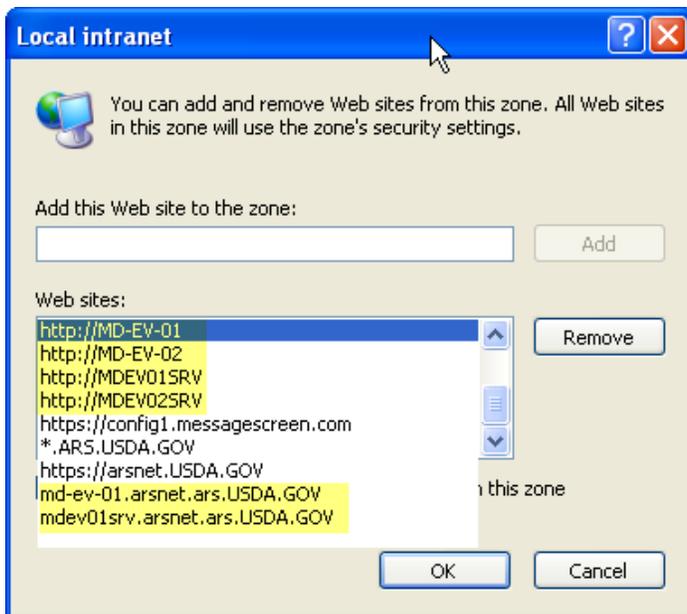
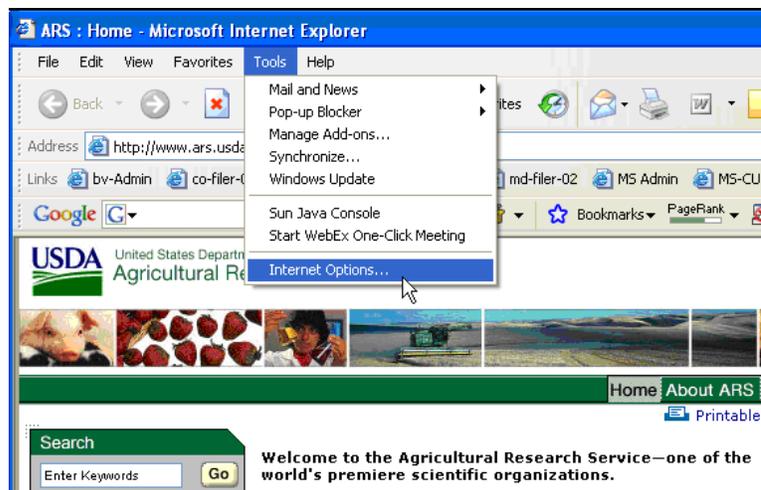
HQ users on workstations that are properly joined and connected to the domain, there should never be a login prompt.

All users outside of HQ should receive one additional login prompt the first time that they perform an EVault action (open vaulted item, store in vault, search, etc). This additional login should only occur once per Outlook session. If Outlook is closed and restarted, the user will receive another login prompt before accessing EVault.

### Troubleshooting

For users who report being prompted for ID and password each time they access EVault items, the most common reason for this is that the proper sites have not been automatically added to the IE Local Intranet Sites.

- Open Internet Explorer
- Click **Tools | Internet Options**
- In the "Internet Options" window, click **Local intranet** and then click the **Sites** button
- Click the **Advanced** button



The window will then present a list of all web sites that are in the Local Intranet zone.

For HQ, BA, NAA, SAA and SPA the list should contain:

- <http://MD-EV-01>
- <http://MD-EV-02>
- <http://MDEV01SRV>
- <http://MDEV02SRV>
- md-ev-01.arsnet.ars.usda.gov
- Mdev01srv.arsnet.ars.usda.gov

For MSA, MWA, NPA and PWA the list should contain:

- <http://CO-EV-01>
- <http://CO-EV-02>
- <http://COEV01SRV>
- <http://COEV02SRV>
- co-ev-01.arsnet.ars.usda.gov
- coev01srv.arsnet.ars.usda.gov

Some users will be dissatisfied with the requirement of logging into Outlook with their ARSNet ID and password and also logging into EVault with their ARSNet ID and password. You can advise these users to select the “Remember my password” check box when they provide their ID and password. This should avoid the need to enter the password again after logging into Outlook.

However, please let them know that each time that they change their password, it will cause the stored password to be invalid. At that point, they will again receive the login prompt and will need to enter their ID and password and choose the “Remember my password” again.

