

# TestTrack Web Clients 401.3 Errors

**Note:** The following information only applies to TestTrack 2013.0.2 and earlier.

## Problem

The following error is returned when you connect to an Internet Information Services 5.0 web site or a specific page on that site:

'401.3 Unauthorized due to ACL on resource'

## Cause

There is an NT configuration issue that prohibits anonymous users from logging into the server. This problem occurs when permissions for the file that the user is trying to access are denied. Firewalls and/or Windows NT IIS security settings can result in a denial of access to Web site scripts and html files.

## Solution

Make sure the /scripts directory is in a virtual directory and not a regular data file. If you created the /scripts directory manually it will not automatically be Web-enabled.

Next, check the NTFS permissions on the file in question. Make sure the users or groups that need access to the file are listed in the file permissions.

If you believe you are dealing with a firewall issue you can boost the port on which you are using TestTrack to one that operates above the firewall restrictions.

1. Stop the Seapine License Server and the TestTrack Server.
2. Choose Start > Run.
3. Enter regedit in the run command window and click OK.
4. Open the following registry key:  
HKEY\_LOCAL\_MACHINE\Software\Seapine Software\TestTrack\TestTrack Server
5. Right-click RebootServerPort and click Modify.
6. Select Decimal as the Base.
7. Change the port setting (Value data) to a number greater than the ports blocked by your firewall. For example, 6000.
8. Click OK.
9. Right-click Server Port and select Modify. Make sure you are using the same port in RebootServerPort and Server Port.
10. Start the Seapine License Server and the TestTrack Server.
11. Start TestTrack . The Server Connection dialog box opens.
12. Click Setup.

13. Select the server and click Edit.

14. Change the port settings to match the changes you made in the registry.

15. Click OK.

Users should now be able to log in using TestTrack web clients.

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