

## When attaching to an archive server, what can cause errors such as 'No authority could be contacted for authentication' or 'The Archive Server could not open the Windows Registry'?

These errors can show if the logged in Windows® user is unable to feed the proper security credentials to the accounts defined in the archive server security section.

When you attach to the archive server, the user profile is matched against the accounts added to the 'Attach access' and then 'Administrative access'. If the user profile matches, the existing file vaults on the server are listed and you can create the local file vault view. If the user profile credentials cannot be matched against these accounts, a login prompt to the archive server appears instead.

In some environments, the login prompt fails to appear and an error appears. Various examples of errors that appear in this situation include:

- 'Could not initialize archive serve connection. Error Description: The system detected a possible attempt to compromise security.'
- 'No authority could be contacted for authentication.'
- 'No credentials are available in the security package.'
- 'Could not authenticate with server.'
- 'The specified Archive Server operation was invalid in this context.'
- 'The Archive Server could not open the Windows Registry.'
- 'The function requested is not supported.'

For the full article, see the attached document.

This problem can occur when trying to attach to or refresh the archive server in the administration tool, or when attaching to the archive server via the view setup wizard.

The problem source is that the client sends the Windows domain profile credentials for authentication as the logged in user but because the domain controller does not respond an error appears and the login fails. This problem often affects users with SOLIDWORKS PDM installed on a laptop who work disconnected from the domain. In this case when creating a file vault, the archive server authentication fails if the client runs under a local Windows domain profile (logged in to the system without domain controller access / disconnected from the network).

The issue can also occur when PDM is installed using a local machine user profile, and unable to create vault using a domain network account.

The attach process can also fail with errors if the user profile is logged in to Windows via an Azure Active Directory account.

### Workarounds:

- Run the administration tool or view setup wizard with a different Windows user account:
  1. Browse to the SOLIDWORKS PDM installation folder (typically 'C:\Program Files\SOLIDWORKS Enterprise PDM').
  2. Hold down the 'SHIFT' key and right-click the application to run:
    - 'ConisioAdmin.exe' for the administration tool.
    - 'ViewSetup.exe' for the view setup tool.
  3. Select 'Run as different user'.
  4. Use a different local Windows account or create a temporary local user account in Windows for this purpose. Remember to refer to the local system name in the login using 'SYSTEM\USER'. See the attached image 'Run\_As\_Other\_User.jpg').

5. Try attaching to the archive server. A login prompt shows where you can enter credentials for a user with permission to 'Administer' or 'Attach' to the archive server.

- Create a local temporary Windows user, add the temporary user to the local administrators group, and then log in to Windows as that user. You can create the vault or vault view and then then log back in as the original domain user that failed to create the vault and work normally in the vault.

- Another method to create a local file vault view if the view setup fails with the security error is to use a scripted 'view setup file' (.cvs) instead. For details about this see KB solution S-045521.