

RE: Sharepoint prompts for login credentials when not necessary

Source:

<http://www.tech-archive.net/Archive/SharePoint/microsoft.public.sharepoint.windowsservices/2008-02/msg00044.htm>

- *From:* v-rozhao@xxxxxxxxxxxxxxxxxxxxxx (Robert Zhao [MSFT])
 - *Date:* Thu, 07 Feb 2008 06:28:47 GMT
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{\rtf1\ansi\ansicpg1252\deff0\deflang1033{\fonttbl{\f0\fnil\fpqr2\fcharset0 MS Sans Serif;}}\viewkind4\uc1\pard\f0\fs20 Hello Evan,

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\par Based on my experience, if this issue occurs on all the client, you need to check the Authentication Settings:

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\par Central Administration > Application Management > Authentication Providers, choose a Web Application and click the Default link to navigate to "Edit Authentication" page. Make sure "Integrated Windows authentication – NTLM" is selected in "IIS Authentication Settings" section.

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\par Also, add the SharePoint site to your IE trusted zone, and make sure the "Automatic logon with current user name and password" is selected under User Authentication section in the Trusted Sites Security Settings.

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\par If the client is Windows Vista, please check the following KB article for the known issue:

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\par You are prompted to enter your credentials when you access an FQDN site by using a Windows Vista-based client computer that has no proxy configured

\par <http://support.microsoft.com/kb/943280>

\par

\par As prompt authentication issue is a common issue, if the problem persists, you can provide more information to help narrow down this issue:

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\par 1. Does this issue occur on specific users or clients?

\par 2. What is URL the problem client is trying to access? Is the URL is included in the SharePoint AAM (Alternate Access Mappings) settings? To check the AAM setting: Central Administration > Operations > Alternate Access Mappings.

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\par I hope it will be helped.

\par

\par Sincerely,

\par Robert Zhao

\par Microsoft Online Support

\par Microsoft Global Technical Support Center

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\par Get Secure! – www.microsoft.com/security

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benefit from your issue.

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\par =====  
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\par \pard\li720 -----  
\par From: "Evan D" <IT.FIX@xxxxxxxxxxxxxxxx>  
\par Subject: Sharepoint prompts for login credentials when not necessary  
\par Date: Wed, 6 Feb 2008 15:52:28 -0700  
\par Lines: 8  
\par Message-ID: <42D7AC73-C659-401B-B751-68C951C99FBC@xxxxxxxxxxxxxxxx>  
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\par \tab reply-type=original  
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\par X-MSMail-Priority: Normal  
\par X-Newsreader: Microsoft Windows Mail 6.0.6000.16480  
\par X-MimeOLE: Produced By Microsoft MimeOLE V6.0.6000.16545  
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\par Newsgroups: microsoft.public.sharepoint.windowsservices  
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\par X-Tomcat-NG: microsoft.public.sharepoint.windowsservices  
\par  
\par I have MOSS 2007. Frequently sharepoint will ask for login credentials when  
\par going to the site, opening a document, etc even though it should be (and is)  
\par getting the credentials from Windows. Usually I can just hit Cancel to the  
\par login prompt and I can get in/open the document or do whatever I was doing.  
\par This does not always happen, however. Sometimes it doesn't prompt me and  
\par lets me through as it should using Windows Authentication.  
\par Any ideas?  
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\par \pard  
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\par }
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