

RE: error 691

Source:

http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.new_user/2004-11/0034.html

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This error can occur if you use a bad username or password; remember in most instances the password is case-sensitive – you will not see the password, so if CAPS LOCK is not the way you expect it, you may have a problem with upper/lower-case. It may also occur if there is a problem with your service provider's access equipment, or on a 'bad' connection where the modem is retraining.

1. Verify the UN and PASS is correct. Correct case, correct spacing, just plain correct, and correct realms if the site requires realms authentication.
2. Make sure that they are supposed to be using realms auth and are using/not using it correctly.
3. If this is Windows NT, make sure that nothing is typed in the DOMAIN field of the username/password/domain box.
4. Make sure that logon to network is not checked in the connectoid properties.
5. Reboot the computer and try again.
6. Delete all of the pwl files and reboot.

****[THE FOLLOWING IS DONE AT YOUR OWN RISK]****

7. Start -> Run -> REGEDIT, DisablePwdCaching string value in the following registry key: HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Policies\Network

If password caching is disabled, the DisablePwdCaching string value has a value data of 1. To enable password caching, change the value data to "0" (without quotation marks). If the DisablePwdCaching value does not exist, add this value with a data value of 0 to the registry key listed above. The DisablePwdCaching key is case sensitive.

"easymav" wrote:

microsoft.public.win2000.new_user: RE: error 691

> *can't log on. error 691*

>

> *Thanks Ed*

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