

# Tidal Enterprise Orchestrator: Activities Fail When User Does Not Have Correct Logon Type

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## Introduction

This document describes how to resolve an issue that occurs when users receive a "Login Failure" error message when they attempt to run activities.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the Tidal Enterprise Orchestrator (TEO) 2.1 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Problem

Users receive this error message when they run activities:

`Login Failure: The user has not been granted the requested logon type at this computer.`

This error message is received when the runtime user does not have logon as batch rights.

# Solution

Complete these steps in order to resolve this issue:

1. Go to the target on which the activity is being run (whether local machine or remote).
2. On the target, change the local security policy and allow the runtime user to have logon as batch rights.

**Note:** If these settings are overwritten by the Active Directory policy, this policy must be changed at the domain level.

## Related Information

- **Technical Support & Documentation – Cisco Systems**
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