

# 65.022 R4: The server that was previously used is not available



## Document Control

Document Name	65.022 R4: The server that was previously used is not available		
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Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

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When logging in to R4, you may see this error message as R4 cannot access \\servername\wsys2k\$

This is usually caused by incorrect Windows credentials in Credential Manager

Run Credential Manager on the client machine, find the logon for the server and change the password to the server logon

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**Need help? Get in touch!**

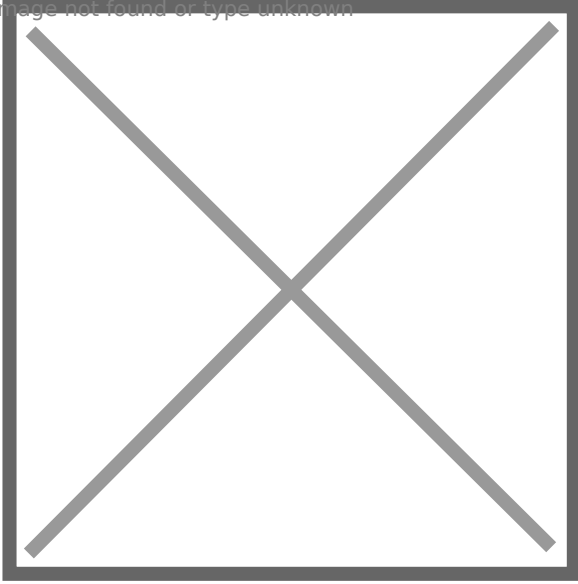
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto:hub@safeharboursupport.com)

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

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