

Logon failure unknown user name or bad password

Network Authentication Error

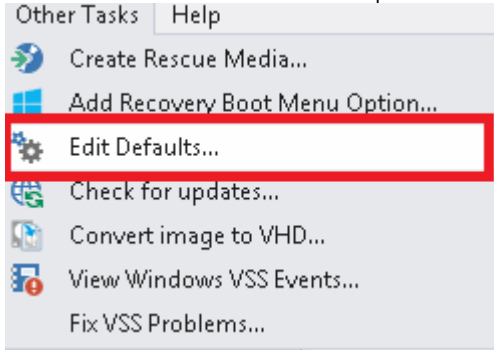
If you see this text in the backup log and your backup destination is a password protected network share then you may need to and the network authentication details in the Macrium Reflect defaults:

```
Validating location:      \\Server\share\ - Invalid (Logon failure: unknown user name or bad password.)
```

Note: Interactive backups may run without a problem, and you may only see this error for scheduled tasks.


Solution


Take the 'Other Tasks' > 'Defaults' menu option and click the 'Network' button:





Windows contains a [Network Credentials cache](#) that enables network authentication details (User name and password) to be saved and re-used to logon automatically. However, scheduled tasks are run in Windows 'batch mode' and do not have access to saved credentials. Because of this you must enter network login details in the Macrium Reflect defaults to enable scheduled tasks to access and write to password protected network shares.


Reflect Defaults


Backup


Restore


Update


Schedule

Scripts


Network

Email

Events

Advanced

Network Logon

Network logon credentials for server shares

These credentials are only used if a network connection isn't already established.
Leave the Default blank to use the system/user default values.

Network Path	User	Password
Default		

Add

Edit

Delete

Help

OK

Cancel

Option	Description
Add	Add network logon details for a new network location
Edit	Edit an existing location. Note: The 'Default' location logon details will be used for all shares that aren't explicitly added.
Delete	Remove logon credentials

Add / Edit

Network Location Details

Specify credentials for a specific network path using the fields below

\\server\share

...

Username

Password

OK

Cancel

Page 2

Option	Description
\\Server\share	Enter the UNC path to the root of the network share. Do not enter any sub-folders in the path
Username	Enter the authenticated user that has access to the share
Password	Enter the users password.

You can also **select 'Default'** and **click 'Edit'** to provide default credentials to be used for all network shares:

Network Location Details

Specify credentials for a specific network path using the fields below

\\server\share

...

Username

Password

OK

Cancel