

Knowledge Base

Students Are Unable to Connect to a Teacher When Using the SMART Sync NT Authentication Feature

Applies to SMART Sync 2009 software

Issue

Students are unable to connect to a teacher using the SMART Sync NT Authentication feature.

Cause

The NT Group you selected from the Active Directory® in the NT Authentication area of SMART Sync is a distribution group rather than a security group.

i NOTE

Active Directory is a directory service used to store information about the network resources across a domain and to centralize the network. There are two types of groups:

- Distribution groups are created to send bulk e-mail to a group of users
- Security groups are distribution groups with an added security component. Security groups are typically created for assigning permissions to resources such as printers, network drives, etc., and certain system tasks.

Solution

Select NT groups that are classified as security groups and not distribution groups.



IMPORTANT

You can find the group type under the groupType attribute using the Active Directory Explorer (available at <http://technet.microsoft.com/en-us/sysinternals/bb963907.aspx>). The following indicates the meaning of each value in the groupType attribute:

Security Groups

Value	Group
-2147483646	Global Security Group
-2147483644	Local Security Group
-2147483643	Built-in Group
-2147483640	Universal Security Group

Distribution Groups

Value	Group
2	Global Distribution Group
4	Local Distribution Group
8	Universal Distribution Group

If you select a distribution group, and there are no alternate groups that can be used, the distribution group must be converted into a security group in order for the student to connect.



NOTE

Depending on your network policy, this may not be an option. You may need to contact your network system administrator for further assistance.

First Published January 15, 2008