

Problems logging in - Clearing Windows Credentials

Sam Menown - 2021-11-23 - X-Docs

X-Docs

Clearing your credentials when you have problems logging in or checking documents out

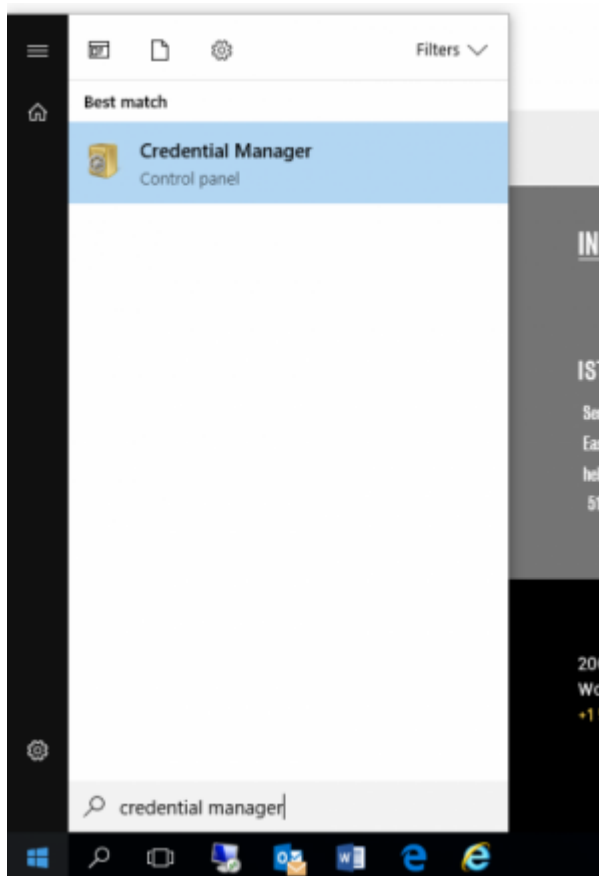
Video

How to clear the credentials

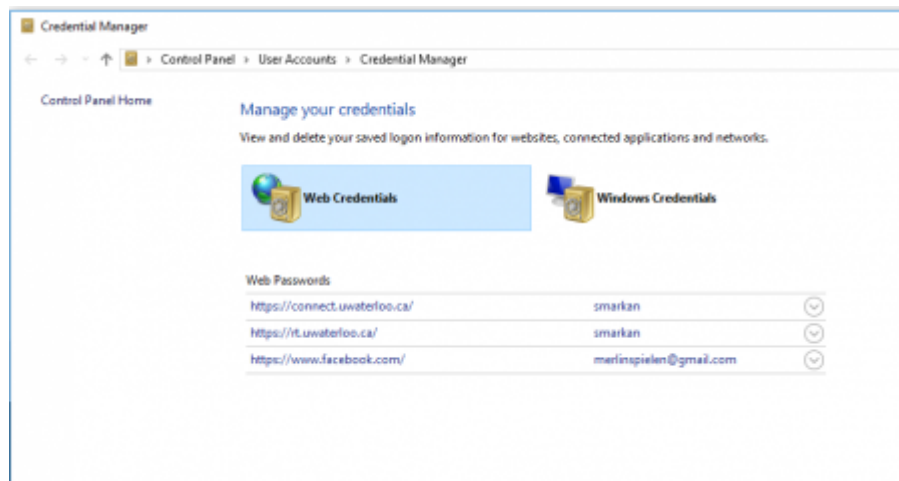
Windows 10

To remove previously cached/saved credentials on your workstation using the Windows Credential Manager under Windows 10, perform the following steps:

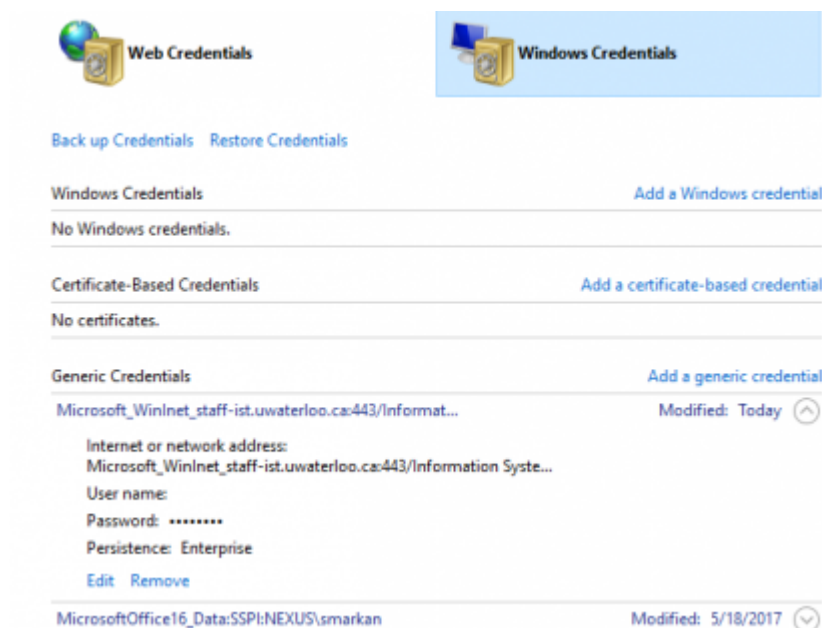
1. Press the Windows key on the keyboard or click the Windows Start icon.
2. Start typing Credential Manager, and select the Credential Manager icon.



On the resulting screen you will see the choice to manage your Web Credentials or you Windows Credentials.



Delete any credentials under the 'Windows Credentials' that refer to your x-docs stored password



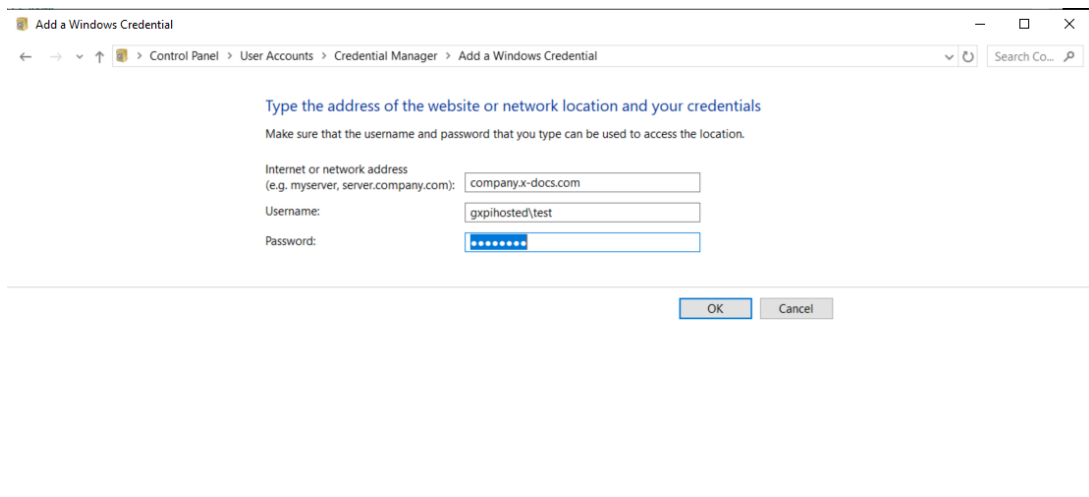
After removing the credentials - try to open a document from x-docs in a draft state - if you are still not prompted with checkout option. Go back into the Credential Manager and re-add the credentials you are currently using to login.

Click "Add a Windows credential"

The network address is the link for your x-docs site so it should be yourcompany.x-docs.com (usually)

Username is your gxpihosted username - if you are on premise you will be using domain name

Password is your most recent password.



Internet or network address (e.g. myserver, server.company.com): company.x-docs.com

Username: gxpihosted\test

Password: *****

OK Cancel

After this close your x-docs browser - reopen and navigate to a document and open it.

If the issue still persists then contacts us.