

# CARTS Helpdesk

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## Why am I receiving an "unknown authentication user error" message?

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If you are getting the "unknown authentication user error" message then that means that your time on your machine doesn't match the server's time (normal CST). This time-check is part of the authentication process. Check the clock on your machine and make sure it is set to CST time. More information can be found in the [National Institute of Standards and Technology website](#).

Tags

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