# CARTS Helpdesk



# 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.

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