My TSM scheduled backup stopped working and I'm getting an error message in the TSM schedule log - "Please enter your userid ANS1029eCommunications have been dropped." What is wrong?

Q: My TSM scheduled backup stopped working and I'm getting an error message in the TSM schedule log - "Please enter your userid ANS1029eCommunications have been dropped." What is wrong?

Answer

There are multiple reasons why this message may occur, all related to the TSM client not being able to authenticate with the TSM server, e.g., if your TSM password expires or if you change the Windows *Computer name* of your machine.

If you encounter this error, your TSM password must be reset.

1. To reset your password, go to the MIT TSM Password Reset page (Certificates required).
2. Select the correct node and click **Change Password**.
   Result: The MIT TSM Password Reset complete screen appears displaying your new password.
3. To have your password saved, manually log in to TSM.
4. After you have done this, you'll need to restart the TSM Scheduler or restart your machine.