Cannot view status of tickets in Kerberos

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Context

Applicable Software/Hardware

- Kerberos
- KLP

Note: This only applies to Windows machines.

If you have ever entered your password in Kerberos and are not able to view the status of your tickets and the leash window does not open use the following instructions:

Steps

1. The file *krbv4w32.dill* should be in C:\ then the *Program Files* folder and then the *Kerberos* folder.
2. Make sure the time is correct for your machine. To do this, open the Leash Kerberos Tickets manager, click on **Action**, and then **Synchronize Time**.
3. Then try once again to obtain tickets by clicking on **Action** and then selecting **Get Tickets**. You should have both Kerberos 4 and 5 tickets at this time.
4. If you are still not able to obtain tickets, edit the PATH statement by right clicking on **My Computer** and choosing **Properties**.
5. Then go to the *Advanced* tab and click on **Environment variables**.
6. Highlight the entry for PATH in the System variables list and click on **Edit**.
7. Change the entry for C:\Program Files\kerberos to C:\progra~1\kerberos instead, or by setting this entry between quotes like this: "C:\Program Files\kerberos".
8. Close all windows and restart the machine.
9. If problems with KLP still arise, try to setup once again.
10. If this still fails, forward the full path statement to the Help Desk in an email so they can have a look at it.