

**Administration Login returns unexpected error**

<b>Problem Summary</b>	Administrator is unable to log in to Cisco MediaSense Administration
<b>Error Message</b>	Unexpected system error. Please contact your Administrator.
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1. Cisco MediaSense Database Service and Cisco MediaSense Configuration Service are not enabled(activated).</li> <li>2. Cisco MediaSense Database Service and Cisco MediaSense Configuration Service are enabled but not running.</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Login to Cisco MediaSense Serviceability Administration and access the <b>Tools &gt; Service Activation</b>. Verify that Cisco MediaSense Database Service and Cisco MediaSense Configuration Service are enabled. If they are not, then follow the procedure to enable both services. See the Installation and Administration guide for Cisco MediaSense to view the procedure.</li> <li>2. Login to Cisco MediaSense Serviceability Administration and access the <b>Tools &gt; Service Activation</b>. Verify that Cisco MediaSense Database Service and Cisco MediaSense Configuration Service are enabled. If they are, then access the <b>Tools &gt; Control Center-Feature Services</b> and verify that the services are running. If they are not running, follow the procedure to start both services. See the Installation and Administration guide for Cisco MediaSense to view the procedure.</li> </ol>
<b>Release</b>	Release 8.5(1), Release 8.5(2), and Release 8.5(3).
<b>Associated CDETS #</b>	CSCtk11682 and CSCtk55457--both CDETS only apply to Release 8.5(1).