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### Overview

This article provides a systematic approach to identifying and remedying common problems that may arise as you configure and use Etch in the Cisco Unified Application Environment.

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### Applicable release 2.5 onwards

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#### Ignore unknown Etch message: \_exception

The following message appears in the Application Server log: Ignore unknown Etch message: \_exception.

#### Resolution

Missing event handling functions, which causes exceptions during runtime. Implement event handlers for events delivered from Unified Application Server to Etch-based application.

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#### Application receives EtchBridge exception if invalid arguments are used in the registerApplication method

Application receives EtchBridge exception if invalid arguments are used in the registerApplication method. If an application profile has not been installed before calling registerApplication, the application receives a timeout or runtime exception.

#### Resolution

Unified Application Server cannot accept the registration.

- Ensure application profile has been installed on Cisco Unified Application Environment using the CUAE command-line tool.
- Ensure the application, partition name, and administrator credential are correct in registrationApplication.
- Turn Etch Bridge log level to verbose level and inspect the Application Server log for error information.

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#### CUAE command-line tool returns a timeout message

The CUAE command-line tool returns a timeout message.

#### Resolution

The Cisco Unified Application Server is inaccessible. The configured IP address and port is incorrect or there is a network issue between development machine and Cisco Unified Application Environment. Verify the IP and port are correct and the network connectivity exists.

**Login exception: Authenticate failed for user XYZ**

The CUAE command-line tool returns the following message: Login exception: Authenticate failed for user XYZ.

**Resolution**

The configured administrator user name and password combination is invalid. Verify the credential is correct on target Cisco Unified Application Environment.

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