

AAS - Configuration - AAS gets stuck or times out

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| Problem Summary | AAS gets stuck or times out trying to login to the Administration & Data Server. |
| Error Message | None |
| Possible Cause | The ICM distributor link name is not unique. |
| Recommended Action | <p>The ICM distributor link names must be unique. If another AAS is running with the same link name, the Administration & Data Server login eventually times out.</p> <p>Using regedit, ensure that the key:</p> <ul style="list-style-type: none"> • Base: HKEY_LOCAL_MACHINE/SOFTWARE/Cisco Systems, Inc./ICM/<ICM instance>/PG<XX>/PG/CurrentVersion/AASS/aas<X>/AASData/Config • Value: AASConAPIRemoteServiceName1 and AASConAPIRemoteServiceName2 are unique and properly configured in the Administration & Data Server. Also, ensure that other AAS installations are similarly configured and do not use duplicate names. • Reinstall the AAS software. Specify the correct IP address/hostname for AAS Side A. |
| Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. |