

Unable to login to RTMT from the primary server

Problem Summary	Logging into RTMT from the Cisco MediaSense primary server fails with an error message.
Error Message	A request to determine the product installed on this cluster has failed. By default, RTMT will display all possible options, however some may not function correctly due to this error.
Possible Cause	You may not have properly uninstalled the previous version of RTMT thus preventing the product verification process.
Recommended Action	<ol style="list-style-type: none">1. Uninstall the existing version of RTMT.2. Delete the <userprofile>\.jrtmt folder.3. Re-install RTMT.
Release	All.
Associated CDETS #	None.