

## Unable to login to RTMT from the primary server

<b>Problem Summary</b>	Logging into RTMT from the Cisco MediaSense primary server fails with an error message.
<b>Error Message</b>	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.
<b>Possible Cause</b>	You may not have properly uninstalled the previous version of RTMT thus preventing the product verification process.
<b>Recommended Action</b>	<ol style="list-style-type: none"><li>1. Uninstall the existing version of RTMT.</li><li>2. Delete the &lt;userprofile&gt;\.jrtmt folder.</li><li>3. Re-install RTMT.</li></ol>
<b>Release</b>	All.
<b>Associated CDETS #</b>	None.