

## Unable to login after hostname change

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|---------------------------|---|
| <b>Problem Summary</b>    | User changed the hostname of the server using set network hostname command.   |
| <b>Error Message</b>      | When logging in to the SocialMiner user interface using the hostname of the SocialMiner server in the URL, the user receives "Invalid username or password please try again" message.   |
| <b>Possible Cause</b>     | Changing the hostname after it is initially set is not supported.   |
| <b>Recommended Action</b> | 1. If a snapshot of the VM was taken before the SocialMiner hostname was changed, the customer can revert to the snapshot.<br>2. If the customer needs the hostname changed, they will have to fresh install and reconfigure. |
| <b>Release</b>            | Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)   |
| <b>Associated CDETS #</b> | CSCuf25568  |