

## Connection Problems

<b>Problem Summary</b>	Unable to access Support Tools Login page AND Browser returns a Page Not Found (404)error.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>Possible Causes:</p> <ul style="list-style-type: none"> <li>• Incorrect URL entered</li> <li>• Incorrect port entered in URL</li> <li>• Tomcat Web server not started on Support Tools server</li> <li>• Support Tools Server or LAN connectivity down</li> </ul>
<b>Recommended Action</b>	<p>Possible Workarounds:</p> <ol style="list-style-type: none"> <li>1. Re-type URL: <a href="http://&lt;hostname&gt;:8188/uiroot">http://&lt;hostname&gt;:8188/uiroot</a>.</li> <li>2. By default, Cisco CCBU Support Tools HTTP Server (Tomcat) bundled with SupportTools uses ports 8188 (HTTP). Confirm with your administrator that this default has not been modified.</li> <li>3. Confirm with your administrator that the Cisco CCBU Support Tools HTTP Server(Tomcat) is started and running properly on the Support Tools server.</li> <li>4. Confirm with your administrator that the Support Tools server machine is up and running properly, and that LAN connectivity exists.</li> </ol>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.