

Connection Problems

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