

## Contents

- 1 General
  - ◆ 1.1 Deploying ... Application Server inaccessible
  - ◆ 1.2 Deploying ... Could not log in to Application Server
- 2 Applicable to 2.5 releases
  - ◆ 2.1 CUAE command-line tool returns a timeout message
  - ◆ 2.2 Login exception: Authenticate failed for user XYZ

---

### General

---

#### Deploying ... Application Server inaccessible

The following message appears in the Cisco Unified Application Designer console:

Deploying ... Application Server inaccessible

#### Resolution

The configured Cisco Unified Application Server IP address is incorrect, the Cisco Unified Application Server is not running, or networking issues are blocking communication from the Unified Application Designer to the Cisco Unified Application Server.

- Verify that the Cisco Unified Application Designer is configured to connect to the correct Cisco Unified Application Server by checking the IP address in **Tools > Options > Connectivity**
- Verify that the Cisco Unified Application Server is running in the admin interface. To check status, choose **Serviceability > Services**
- Verify that you can connect to the 8120 port on the Cisco Unified Application Environment.

(You can do this by typing the following from the CMD prompt: **telnet serverIPAddress8120** )

---

#### Deploying ... Could not log in to Application Server

The following message appears in the Cisco Unified Application Designer console:

Deploying ... Could not log in to Application Server

#### Resolution

The configured Cisco Unified Application Server administrative username and password is incorrect.

Double-check that the Cisco Unified Application Designer is configured with the correct administrative Username and Password. In the Unified Application Designer, choose **Tools > Options > Connectivity**

---

**Applicable to 2.5 releases**

---

**CUAE command-line tool returns a timeout message**

The CUAE command-line tool returns a timeout message.

**Resolution**

The Cisco Unified Application Server is inaccessible. The configured IP address and port is incorrect or there is a network issue between development machine and Cisco Unified Application Environment.

Verify the IP and port are correct and the network connectivity exists.

---

**Login exception: Authenticate failed for user XYZ**

The CUAE command-line tool returns the following message:

Login exception: Authenticate failed for user XYZ.

**Resolution** The configured administrator user name and password combination is invalid. Verify the credential is correct on target Cisco Unified Application Environment.

---