

## Unable to Log In to Unified CCX Administration with Application User Credentials

<b>Problem Summary</b>	The user is not able to login to Unified CCX Administration using the Application user credentials provided during installation.
<b>Error Message</b>	Log on failed - Invalid User ID or Password
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>• The credentials for the Application user is same as the one given during the Unified CCX installation.</li> <li>• The service ?A Cisco DB? is not running.</li> </ul>
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Check if the service ?A Cisco DB? is up and running (CLI command: <b>utils service list</b>). If not, start the service (CLI command: <b>utils service start A Cisco DB</b>).</li> <li>• Collect the MADM logs for the appropriate timeframe from RTMT for further investigations.</li> </ul>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None