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

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