

## Unable to Login to Cisco Unified Real-Time Monitoring Tool

<b>Problem Summary</b>	Unable to Login to Cisco Unified Real-Time Monitoring Tool on the Unified CCX Server.
<b>Error Message</b>	Access is denied. Please make sure username, password and IP Address are correct.
<b>Possible Cause</b>	Username, password or IP Address of the server may be incorrect.
<b>Recommended Action</b>	<p>Make sure that the Credentials used for login to RTMT on the UCCX server are the Application Administrator Credentials given during the install and used for the first time login to Unified CCX Administration.</p> <p>In case you happen to forget the Application Administration Credentials, either username or password, you can use the following CLI commands to reset the credentials. Use the following CLI commands:</p> <ul style="list-style-type: none"> <li>- <code>utils reset_application_ui_administrator_name</code> : For resetting the Application Administrator Username</li> <li>- <code>utils reset_application_ui_administrator_password</code> : For resetting the Application Administrator Password</li> </ul>
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	CSCtd13958