

## WebConfig Login Error Re Domain List

<b>Problem Summary</b>	Error is displayed on the WebConfig Login page/the Domain drop-down list is empty.
<b>Error Message</b>	Error Message: ?Could not Load the List of Domains. Refresh the Page and Try again.?  Note: In C:\icm\tomcat\CCBU.startup.log the following is shown: "com.cisco.ccbu.api.jaxb.error.ApiException: Cannot connect to the backend system; the distributor and/or router services may not be running.][message_string=uncaught exception thrown by the api]: The REST API has caught an exception"
<b>Possible Cause</b>	The router, logger, or distributor services have not started successfully. Check to ensure that all these services have successfully started. The domain list is retrieved from the database.
<b>Recommended Action</b>	Ensure that the router, logger, and distributor processes are running.
<b>Release</b>	9.0(1)
<b>Associated CDETS #</b>	None.