

WebSetup:_Unable_to_authenticate_due_to_database_connection_failure_or_Authentication_failed

"Unable to authenticate due to database connection failure" or "Authentication failed" when trying to log into the Agent Reskilling Web Tool after enabling it on an Administration & Data Server for the first time.

Problem Summary	You get "Unable to authenticate due to database connection failure." or "Authentication failed." when trying to log in to the Agent Re-skilling Web Tool.
Error Message	"Unable to authenticate due to database connection failure." or "Authentication failed."
Possible Cause	You may not have restarted the Apache Tomcat service as instructed by the Administration & Data Server wizard after enabling Re-skilling. You may not have restarted (cycled) the Distributor service after enabling Re-skilling on the Administration & Data Server.
Recommended Action	Restart the Apache Tomcat service. Restart (cycle) the Distributor service for the associated Instance.
Release	Release 8.0(1)
Associated CDETS #	N/A

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