

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.**

<b>Problem Summary</b>	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.
<b>Error Message</b>	"Unable to authenticate due to database connection failure." or "Authentication failed."
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	Restart the Apache Tomcat service. Restart (cycle) the Distributor service for the associated Instance.
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	N/A

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