

Troubleshooting Login Problems

Problem	Possible Reason	Solution
Login fails on Bridge.	User id and/or password are wrong.	<ul style="list-style-type: none"> User id and password are case sensitive (make sure, that caps lock is not on). User id for the administrator: admin The administrator password was set during the Bridge installation.
Login fails but user id and password are correct.	The Bridge has not been properly installed.	Remove and re-install the Bridge.
	You tried to update an old Bridge installation.	Remove and re-install the Bridge.
After login with correct user id and password, the empty login page is displayed again.	Most probably, cookies are blocked in the browser. The cookie is needed to store the session id.	Check the privacy level respectively the cookie settings in your browser and accept cookies.
Password of user admin is not known anymore.	You cannot remember the password of the user admin .	Uninstall the Bridge without removing the Bridge data and re-install it again. The deployed services will not be removed and are available again after re-installation.
The login fails, and the browser shows an Apache Tomcat error message.	Most likely, the reason is that you used a wrong bookmark respectively favorite.	<p>Make sure that the bookmark respectively favorite target to the Bridge user interface starting page is correct, e.g.</p> <ul style="list-style-type: none"> https://localhost:8080/admin https://<your host name>:8080/admin https://<your host name>/pas-doc/bridge/admin/Console/ <p>No additional paths may be added to the URL like login.jsp in https://localhost:8080/admin/login.jsp.</p>
After a certain time of inactivity, you have to login into the Bridge again.	The Bridge session expires after approximately 24 hours of inactivity (see Login). In this case, the next action will require a new login with user id and password.	Login once again.
<p>You get the following error upon trying to login:</p> <pre>javax.net.ssl. SSLHandshakeException: Certificates do not conform to algorithm constraints</pre>	Your Bridge installation uses a Bridge certificate with the deprecated MD5 algorithm.	<p>Update the proxy certificate of your Bridge installation e.g. with one using the SHA256 algorithm. As you cannot login, you need to update the certificate in the installation folder:</p> <ol style="list-style-type: none"> Stop the Bridge service. Copy <your Bridge data directory>\servlets\conf\tomcat.keystore from another running installation. Start the Bridge service. Renew the Bridge certificate as described on Managing the Bridge Certificate. Restart the Bridge service.