

# Error Messages

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**Summary:** This page provides an explanation of all the error messages that end-users may encounter when using the CAST dashboards.

## Introduction

When using the dashboards, end-users may encounter error messages. This page is designed to provide an explanation about why the error occurred and what can be done to prevent it occurring again. The page is divided into three separate sections:

- Error messages for the **standalone Health Dashboard** deployment
- Error messages for the **standalone Engineering Dashboard** deployment
- Error messages for the **combined Health Dashboard / Engineering Dashboard** deployment

## Error messages for the standalone Health Dashboard deployment

Number	Message	Possible solutions
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1

You application failed to start due to a "DBMS connections have failed or all domains loading have been aborted" Please contact your administrator for resolution

## Health Dashboard

Your application failed to start due to a "DBMS connections have failed or all domains loading have been aborted"  
Please contact your administrator for resolution

### Symptoms

The database connection is not defined or has failed to load. Possible causes includes:

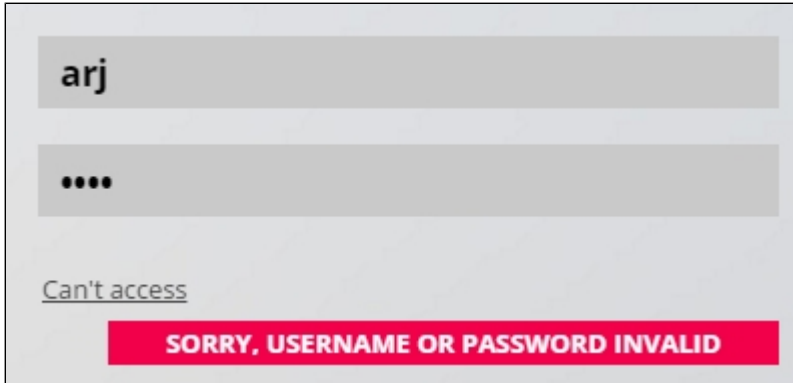
- Configuration issue
- Database server issue

### Available connections

This error occurs when the web application cannot connect to the backend database server hosting the Measurement schema.

This may be due to:

- An invalid database connection configuration in the **cont ext.xml / application.properties** file. Check your configuration as explained in [Stand alone Health Dashboard deployment](#).
- The CAST Storage Service / PostgreSQL instance on which the Measurement schema is hosted is shutdown or is otherwise inaccessible (network issue for example).



This error occurs when attempting to login to the Health Dashboard. Depending on the authorization mode in use, this may be due to:

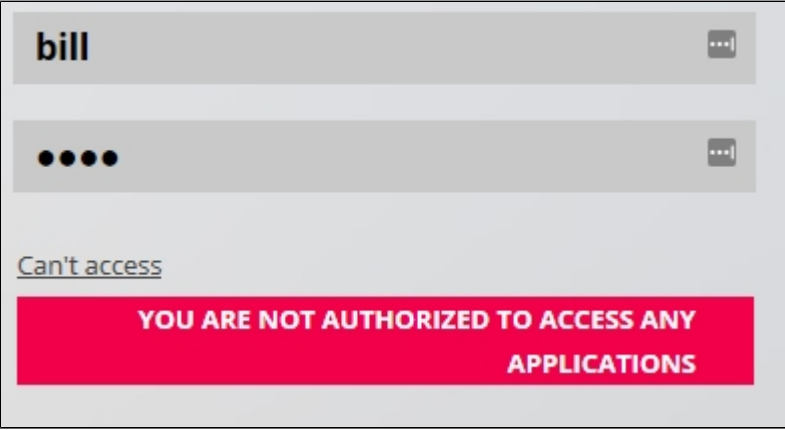
#### Default Authentication login

- Incorrect username or password
- The username is not defined in the **user.properties** file.

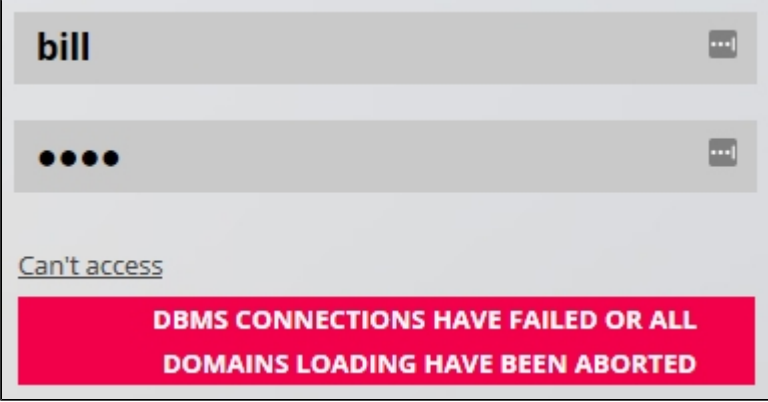
#### Standard LDAP login

- Incorrect username or password
- Standard LDAP mode is not enabled in the **security.properties** file
- Standard LDAP mode has been misconfigured in the **security.properties**
- The target LDAP authentication server is inaccessible (network issue for example)

In all circumstances, please refer to [User authentication](#).

3	<p>You are not authorized to access any applications</p> 	<p>This error occurs when attempting to login to the Health Dashboard. When this error is displayed, there is no issue with the username /password (the credentials have been accepted), however the username is not authorized to access any data as defined in the <b>authorization.s.xml</b> file.</p> <p>Check your configuration as explained in <a href="#">Data authorization</a>.</p>
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## Error messages for the standalone Engineering Dashboard deployment

Number	Message	Possible solutions
1	<p>DBMS connections have failed or all domains loading have been aborted</p> 	<p>This error occurs when the web application cannot connect to the backend database server hosting the Dashboard schema.</p> <p>This may be due to:</p> <ul style="list-style-type: none"> <li>• An invalid database connection configuration in the <b>context.xml</b> / <b>application.properties</b> file. Check your configuration as explained in <a href="#">Standalone Engineering Dashboard deployment</a>.</li> <li>• CAST Storage Service / PostgreSQL instance on which the Dashboard schema is hosted is shutdown or is otherwise inaccessible (network issue for example).</li> </ul>

<p>2</p>	<p>Sorry, username or password invalid</p> <p>The screenshot shows a login form with the username 'arj' and a masked password. Below the form, it says 'Can't access' and a red banner with the message 'SORRY, USERNAME OR PASSWORD INVALID'.</p>	<p>This error occurs when attempting to login to the Engineering Dashboard.</p> <p>Depending on the authorization mode in use, this may be due to:</p> <p><b>Default Authentication login</b></p> <ul style="list-style-type: none"> <li>• Incorrect username or password</li> <li>• The username is not defined in the <b>user.properties</b> file.</li> </ul> <p><b>Standard LDAP login</b></p> <ul style="list-style-type: none"> <li>• Incorrect username or password</li> <li>• Standard LDAP mode is not enabled in the <b>security.properties</b> file</li> <li>• Standard LDAP mode has been misconfigured in the <b>security.properties</b></li> <li>• The target LDAP authentication server is inaccessible (network issue for example)</li> </ul> <p>In all circumstances, please refer to <a href="#">User authentication</a>.</p>
<p>3</p>	<p>You are not authorized to access any applications</p> <p>The screenshot shows a login form with the username 'bill' and a masked password. Below the form, it says 'Can't access' and a red banner with the message 'YOU ARE NOT AUTHORIZED TO ACCESS ANY APPLICATIONS'.</p>	<p>This error occurs when attempting to login to the Engineering Dashboard. When this error is displayed, there is no issue with the username/password (the credentials have been accepted), nor is there any issue with the license key (see below) however the username is not authorized to access any data as defined in the <b>authorizations.xml</b> file.</p> <p>Check your configuration as explained in <a href="#">Data authorization</a>.</p>
<p>4</p>	<p>No license key has been configured for this Engineering Dashboard. Please contact your CAST administrator</p> <p>The screenshot shows a login form with the username 'James' and a masked password. Below the form, it says 'Can't access' and a red banner with the message 'NO LICENSE KEY HAS BEEN CONFIGURED FOR THIS ENGINEERING DASHBOARD. PLEASE CONTACT YOUR CAST ADMINISTRATOR.'</p>	<p>This error occurs when attempting to login to the Engineering Dashboard. When this error is displayed, there is no issue with the username/password (the credentials have been accepted), however no <b>license.key</b> file exists in the root of the web application deployment folder. A license is required to access the data in a Dashboard schema from the Engineering Dashboard.</p> <p>Please refer to <a href="#">Dashboard Service license key configuration</a> for more information.</p>

## Error messages for the combined Health Dashboard / Engineering Dashboard deployment

Note that in addition to the error messages listed below, some of the error messages listed above for the standalone dashboards are also valid.

Number	Message	Pc sc
1	<p data-bbox="251 216 487 241"><b>Engineering Dashboard:</b></p> <p data-bbox="251 262 479 287">Bad connection definition</p> <div data-bbox="251 304 1015 598"><p>The screenshot shows a user interface for an Engineering Dashboard. At the top, the name 'bill' is displayed next to a three-dot menu icon. Below this, there are four black dots, also followed by a three-dot menu icon. At the bottom left, the text 'Can't access' is visible. A prominent red banner at the bottom center contains the text 'BAD CONNECTION DEFINITION' in white capital letters.</p></div>	<p data-bbox="1466 216 1502 861">This occ wh wel app can con the bac dat ser hos Das sch The con to t Me nt s for He Das is fun hov  Thi be</p>



**Health Dashboard:**

Your application failed to start due to a "Bad connection definition" Please contact your administrator for resolution

# Health Dashboard

You application failed to start due to a "bad connection definition"  
Please contact your administrator for resolution

## Symptoms

The database connection is not defined or has failed to load. Possible causes includes:

- Configuration issue
- Database server issue

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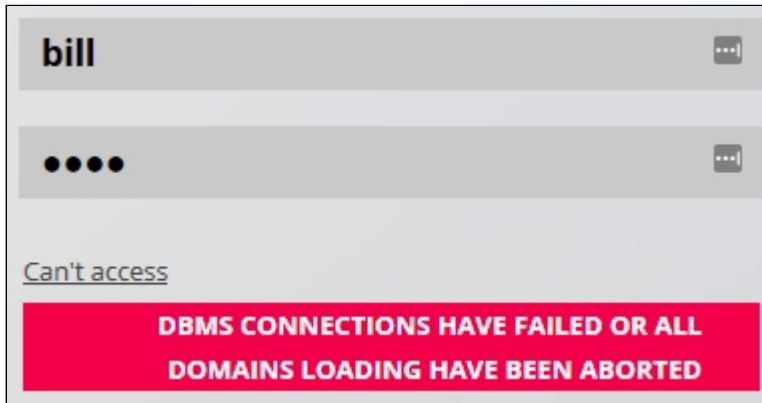
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**Engineering Dashboard:**

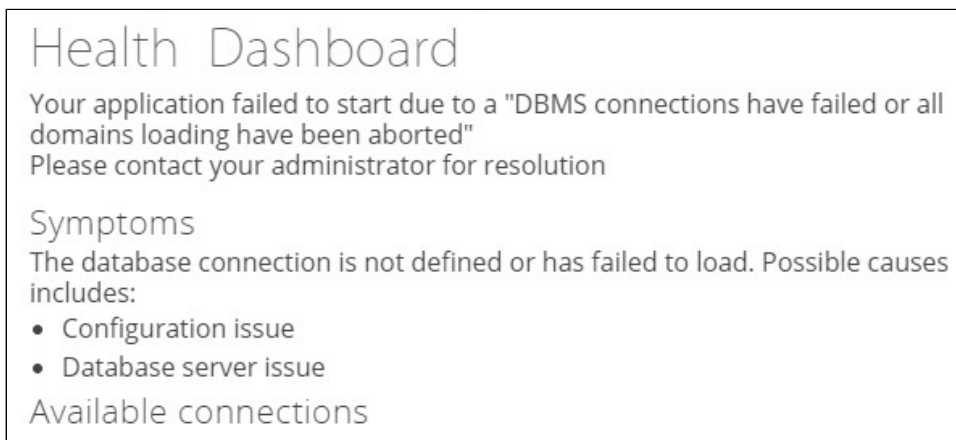
DBMS connections have failed or all domains loading have been aborted



The screenshot shows a user interface for an 'Engineering Dashboard'. At the top, the name 'bill' is displayed in a grey header bar with a three-dot menu icon to its right. Below this is another grey bar containing four black dots and another three-dot menu icon. Underneath, the text 'Can't access' is visible. A prominent red banner at the bottom of the dashboard contains the white text: 'DBMS CONNECTIONS HAVE FAILED OR ALL DOMAINS LOADING HAVE BEEN ABORTED'.

**Health Dashboard:**

Your application failed to start due to a "DBMS connections have failed or all domains loading have been aborted" Please contact your administrator for resolution



The screenshot shows a 'Health Dashboard' with the following content: The title 'Health Dashboard' is at the top. Below it is the error message: 'Your application failed to start due to a "DBMS connections have failed or all domains loading have been aborted" Please contact your administrator for resolution'. Underneath is a section titled 'Symptoms' with the text: 'The database connection is not defined or has failed to load. Possible causes includes:'. This is followed by a bulleted list: '• Configuration issue' and '• Database server issue'. At the bottom of the section is the text 'Available connections'.

The error occurs because the application cannot connect to the database server. Messages are not sent to the dashboard. This behavior is...

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