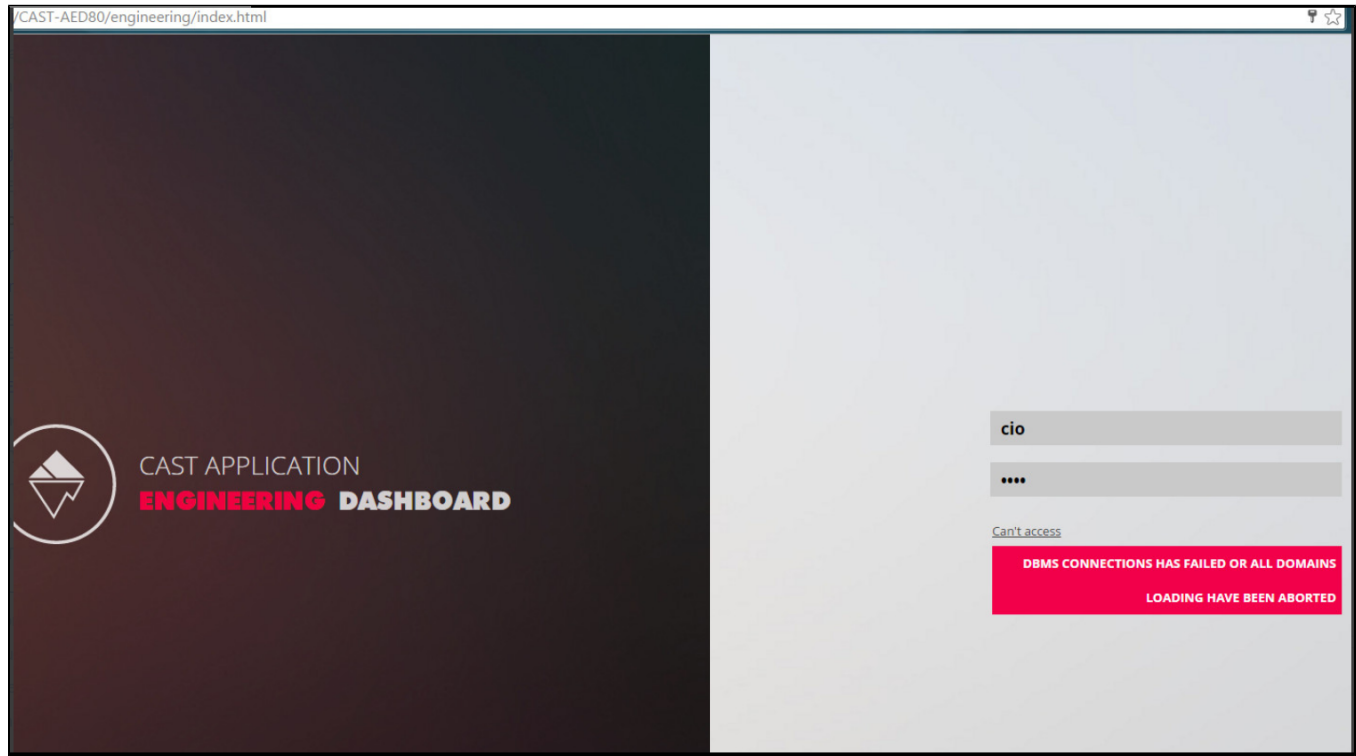


# Engineering Dashboard - Login

## Purpose

This page helps to troubleshoot issues when trying to login to ED



## Observed in CAST AIP

Release	Yes/No
8.3.x	✓
8.2.x	✓
8.1.x	✓
8.0.x	✓

## Observed on RDBMS

RDBMS	Yes/No
Oracle Server	✓
Microsoft SQL Server	✓
CSS3	✓
CSS2	✓

## Action Plan

1. Ensure that the username, password and role assigned is correct by following the page - [CAST-AED - Configuring user authentication](#) and [CAST-AED - Configuring data authorization](#)
2. Make sure that the database name in the central database table sys\_site has the correct information for the real name of the central database
  1. You can use the query below on the central database to see the value for this database name in the table
    1. Select \* from sys\_site
    2. If needed, you can then set this to the appropriate value ('real name' below) with this query to be run on the central database (restart your web application server after making this change):
      1. `update sys_site set site_name='<real name>'`
3. If your configuration is correct then Select the section you are interested in.
  - [Engineering Dashboard - Login - Errors](#)
4. If the problem you are facing does not match any case listed in this page, report your problem to [CAST Technical Support](#) and provide the below [Relevant input](#):

**For CAST Technical Support Only** - [Engineering Dashboard - ED - Information - How to reproduce ED issues](#)

## Relevant input

- [CAST Support Tool \(CST\) - alias Sherlock](#) export with the following options **CAST Bases Checker, Export Logs, Export Configuration files, Export Computer Environment, Export CAST Bases** with Management Base, Knowledge Base, Central base and **CAST HD/ED Folder**.
- **Screenshot of ED showing the issue**

## Notes/comments

## Related Pages