Frequently asked questions

When accessing *https://<server_address>:8443/webapp* I am displayed with a Tomcat 404 error

HTTP Status 404 – Not Found

Type Status Report

Message /webapp

Description The origin server did not find a current representation for the target resource or is not willing to disclose that one exists.

Apache Tomcat/9.0.12

This error is typically caused by incorrect credentials used for the authentication of Web Application Platform. This is accompanied by recurring error messages in web-app.log.

2019-10-12 14:49:14,625 [main] INFO com.nomagic.webappplatform.internal.version.TWCVersionValidator - Waiting for TWC/AuthServer to start, 120 of 120
2019-10-12 14:49:14,626 [main] ERROR com.nomagic.webappplatform.internal.version.TWCVersionValidator - Exception occurred during version checking

Solution: Verify that the credentials are correct in the *webappplatform.properties* file.

When Accessing the Teamwork Cloud Admin (Web Application Platform), I get a system error when redirected to the Authserver login screen

Teamwork Cloud

System Error

Please contact your system administrator.
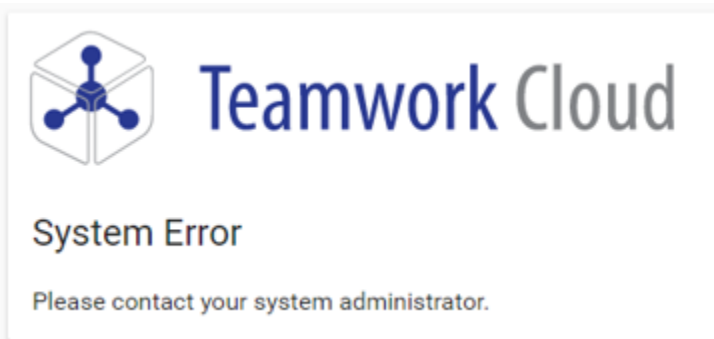
This error is typically caused by an omission of the referring URL in the authetication server's whitelist (the **authentication.redirect.uri.whitelist** property in the *authserver.properties* file).

You will see a corresponding error in the *authserver.log* file.

ERROR 2019-10-04 17:26:52.258 AuthorizeException: invalid_request, Invalid redirect_uri parameter [AuthorizeController, …]

Solution: Update the whitelist to include the referring URL. A common cause is accessing Web Application Platform via a server name of FQDN when the whitelist only contains entries for the IP address.

After entering my credentials in the Authserver login screen, I am not logged in, no error is displayed, and I am presented once again with the login screen

This error is typically caused by a mismatch in the client secret entries: the **authentication.client.secret** property in the *authserver.properties* and *webapp platform.properties* files and the **secret** property in the *application.conf* file.

You will see a corresponding error in the *authserver.log* file.

ERROR 2019-10-04 17:30:49.382 Invalid client secret.