

# Authentication server FAQs and troubleshooting

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This page provides answers to the most frequently asked questions and tips for troubleshooting the Authentication Server.

## Frequently Asked Questions

### Where can I find the Authentication Server log file?

The default log file location is at *<Teamwork Cloud directory/WebAppPlatform/logs/webappplatform>*. The log file is called **authentication.log**.

## Troubleshooting

### Unable to log in with different users by using ForgeRock as Identity Provider

If you were logged in with one ForgeRock user and after logging out you are trying to log in with another ForgeRock user, you will get an error message. If this happens, close the browser, reopen it, and try to log in again.