

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

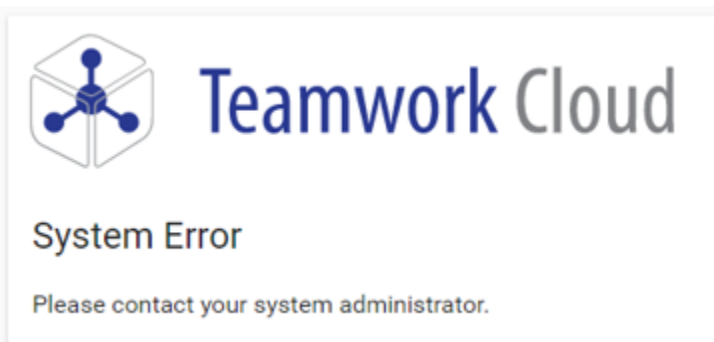
This error is typically caused by incorrect credentials used for the authentication of Web Application Platform. This is accompanied by recurring error messages in `web-app.log`.

```
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



This error is typically caused by an omission of the referring URL in the authentication 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



Teamwork Cloud

Username

Password

☐ Stay signed in

SIGN IN

© 2017-2021 No Magic, Inc. All rights reserved.

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.