FREQUENTLY ASKED QUESTIONS

COSEC

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Author: Parth Kalavadiya

MATRIX
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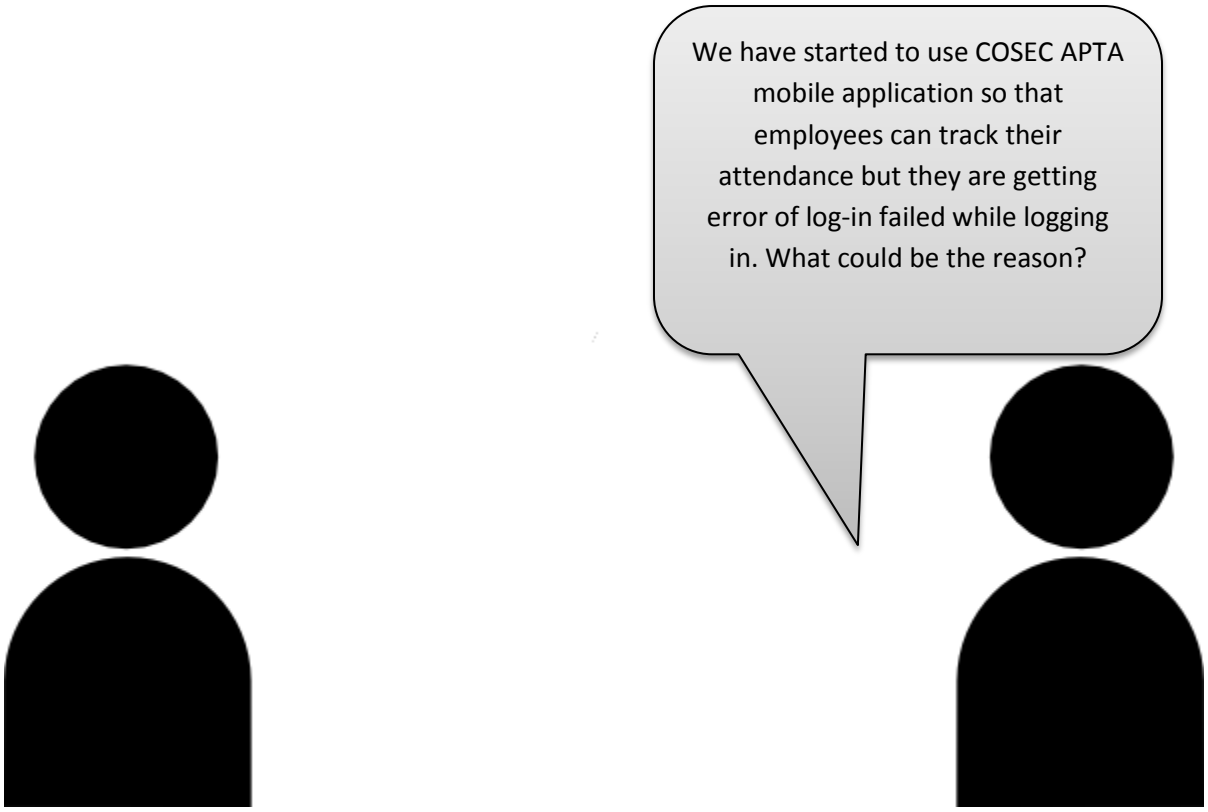
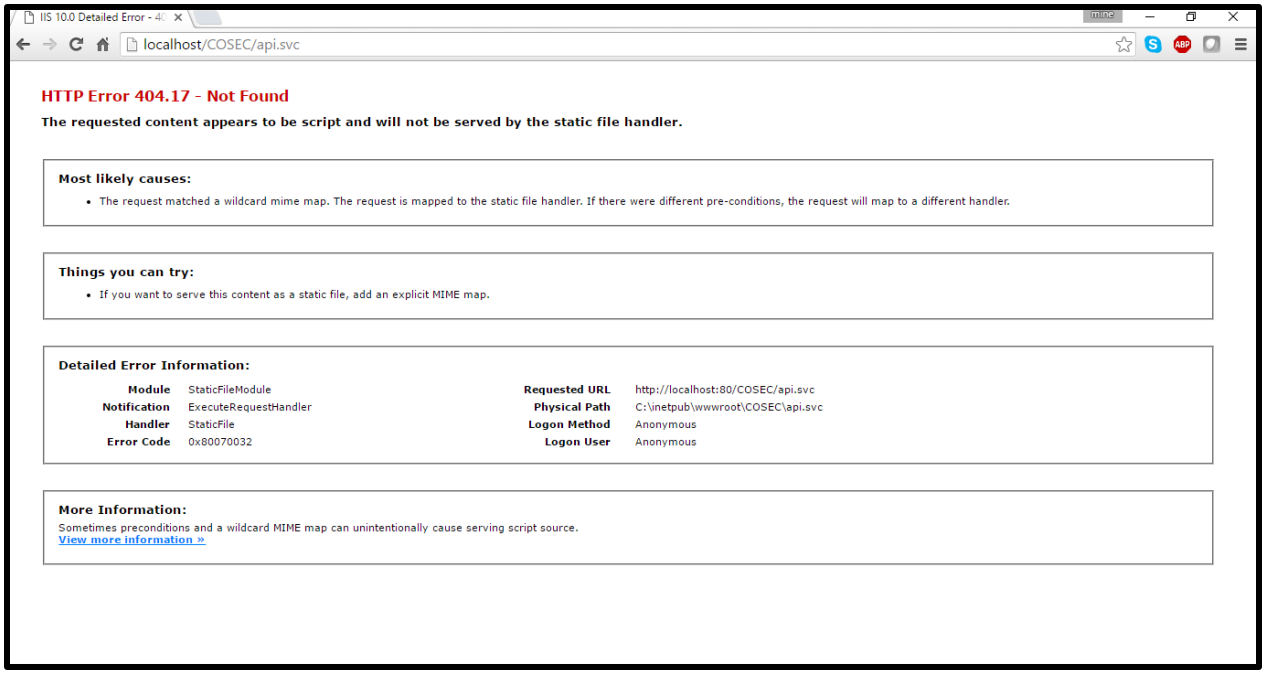
How to solve the error ‘Login Failed’ in COSEC APTA?



There must be issue either with IIS or with the Port. Let me check.

To check whether the issue is related to IIS, just run the API.

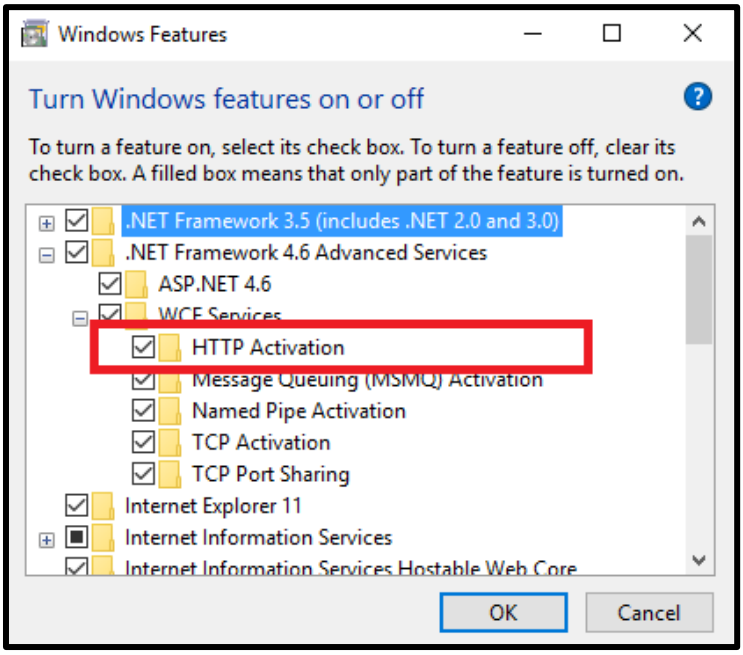
http://servername/cosec/api.svc/v2.



If you get the error in browser that means IIS components are not configured properly.

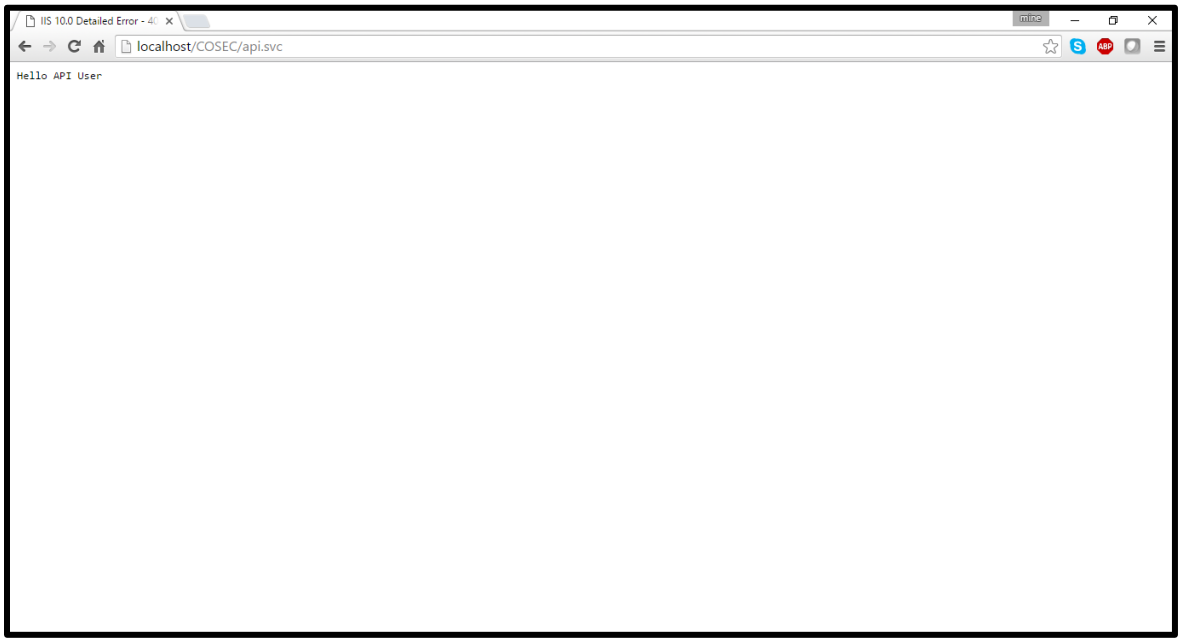
Step 1. Check IIS components.

Following component needed to be enabled to run the API successfully.



Now, restart IIS and run the same API.

If API is run successfully, it will ask for User ID and Password. After entering ID and password, 'Hello API User' Message will appear in browser.



Step 2: Checking Port connection:

If the port is blocked, you won't able to login into the application.

To check whether port is open, you can visit site www.canyouseeme.org and enter your global IP Address and port. If your connection is closed, open it.

The application will open successfully after following these steps.

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