

RTMT Login Error: Access forbidden. The RTMT application cannot be used by this user name and password

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Introduction

This document addresses the `Access forbidden. The RTMT application cannot be used by this user name and password` error message that appears when a user attempts to access the Real-Time Monitoring Tool (RTMT).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unified Communications Manager (CallManager) 4.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

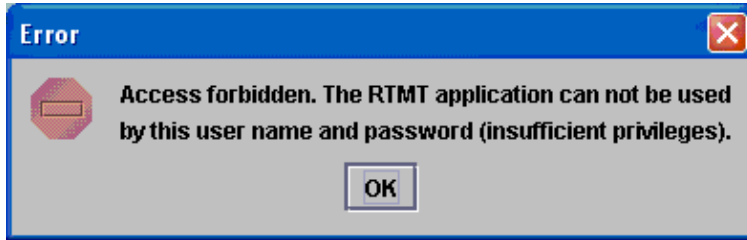
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Error: The RTMT application can not be used by this user name and password (insufficient privileges)

Users cannot login to RTMT. This error message appears:

The RTMT application can not be used by this user name and password (insufficient privileges).



Solution

In order to resolve this issue, complete one of these steps:

- If MLA is enabled, use the Cisco CallManager administrator account to log in rather than the Windows login.
- Also, there is Secure Connection check box on the login window. Log into the Real-Time Monitoring Tool (RTMT) when this is checked.

Error: Unable to restore configuration! Invalid format

In Cisco CallManager 4.x, you can log in to the Real Time Monitoring tool, but it prompts with the Which smtp server the user would like to use? query, and the Unable to restore configuration! Invalid format error message appears.

Solution

Check the settings for the **RIS data collector service** service parameter. Complete these steps:

1. Choose **Call manager administration > Service > Service parameter**.
2. Choose the **Server**, select the **RIS data collector** service, and check the **Primary collector** parameter. Make sure that your **Publisher** is selected here.

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Related Information

- **RTMT Notification: Number of MediaListExhausted Events Exceed 0 within 60 Minutes**
 - **Real-Time Monitoring Tool**
 - **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
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