

# RMS 404 Error after New Installation/ Upgrade

## Problem

RMS fails to load after new installation or upgrade to an existing installation. When loading the RMS webpage, receive a 404 error from Tomcat.

## Potential Causes and Resolutions

### Underlying database connection issue

Run RMS Configuration Wizard and navigate to the Database tab. Select save. If an issue is detected the config will fail to save, and will highlight in red the parameter(s) needing correction.

Amend the highlighted section with the correct details and then re-save. Once changes have been made successfully, restart the Tomcat service.

### Tomcat Service Settings

The Tomcat service will by default be set to run as 'Local Service' account in v9.x.x (previous versions ran using 'Local System' account by default).

Open services.msc on the server, navigate to the properties for Tomcat and select Log On tab and change this to use 'Local System' account, then restart the service.

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