"login service: 0" error

Environment

Windows Server 2012 R2 or Windows Server 2016 R2

Problem

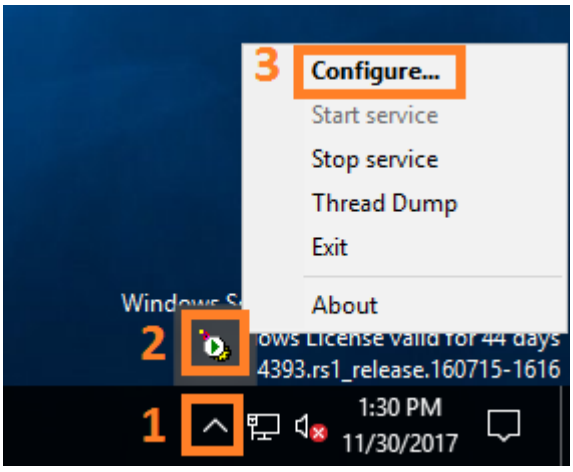
You've got this error when attempting to connect to the NetVizura application:

Cause

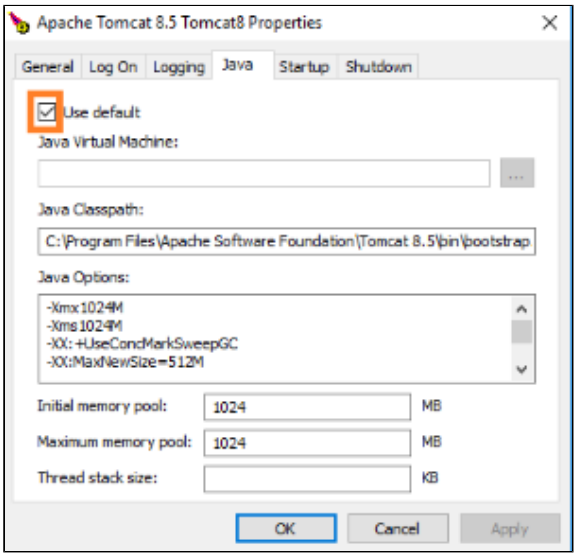
Tomcat service couldn't start due to a Java update.

Solution

1. Restart the NetVizura application by following this instruction: How to restart the application#Windows
   If this doesn't help go to step 2.
2. Right mouse click on Apache Tomcat Properties in system tray and select Configure:



In Java section tick "Use default" box and click OK.



Restart the application again as described in step 1, if necessary.