

Login screen returns Database not responding error after upgrading

If you did not log out of the Uptime Infrastructure Monitor UI before upgrading (refer to step 5 of [Upgrading to Uptime Infrastructure Monitor 7.2 through 7.5](#)), you may see the following error after attempting to login after the upgrade:

```
Database is not responding...
java.lang.NumberFormatException: null
at java.lang.Long.parseLong(Unknown Source)
at java.lang.Long.valueOf(Unknown Source)
at com.uptimesoftware.uptime.dataservice.simple.SimpleDataServiceQuery.getUserId(SimpleDataServiceQuery.java:
22)
at com.uptimesoftware.uptime.dataservice.query.GetLandingPageForUser.getUser(GetLandingPageForUser.java:97)
at com.uptimesoftware.uptime.dataservice.query.GetLandingPageForUser.getLandingPageUrl(GetLandingPageForUser.
java:53)
at com.uptimesoftware.uptime.dataservice.query.GetLandingPageForUser.getResultSet(GetLandingPageForUser.java:
28)
at com.uptimesoftware.uptime.dataservice.QueryExecutor.getResultSet(QueryExecutor.java:14)
at com.uptimesoftware.uptime.dataservice.ResultSetCommandExecutor.execute(ResultSetCommandExecutor.java:13)
at com.uptimesoftware.uptime.dataservice.FrontEndCommandExecutor.execute(FrontEndCommandExecutor.java:11)
at com.uptimesoftware.uptime.dataservice.FrontEndCommandType.execute(FrontEndCommandType.java:49)
at com.uptimesoftware.uptime.dataservice.ProtocolHandler.run(ProtocolHandler.java:57)
at java.lang.Thread.run(Unknown Source)
```

To resolve this issue, you can force the logout by navigating to: <http://servername:9999/main.php?logout=1> where servername:9999 is the name of your server and the port you use to connect to Uptime Infrastructure Monitor.

Other options to clear the issue include:

- Clear the cache and restart the browser.
- Reboot the server.
- Click the logout button (if visible).