
SFX-Verde Harvesting Stopped Working After Work in SFX Server

- **Article Type:** General
 - **Product:** SFX
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Problem Symptoms:

After maintenance was done in SFX server or its firewall, Verde-SFX harvesting is no longer working.

Cause:

The firewall settings for the SFX server may have changed so that Verde can no longer access the MySQL database.

Resolution:

If Verde is local, use the "telnet" command to check connectivity from the Verde server:

```
>telnet [SFX SERVER HOSTNAME] 3310
```

If the request is refused or times out, firewall settings for SFX need to be updated. The Verde server needs to access SFX on port 3310 (for MySQL).

Additional Information

To find out the Verde IP, you can type "ping [VERDE SERVER HOSTNAME]" and Enter, from either UNIX or the Windows command line.

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