
Password not verified on connectable hosts" *MASTER RECORD*

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Problem Symptoms:

This message indicates that the system has tried this Username/password for each of the addresses listed in the pc's alephcom/tab/library.ini and found that it doesn't work for *any* of them.

If the message in the center of the screen is not "Password not verified on connectable hosts" but, rather, "Failed to connect to host", then consult Article 000040360 (GUI client gets "Failed to connect to host" logging in) (link below). If it's "Failed to read reply", then consult article 000038999 (Failed to read reply" in GUI) (link below).

Resolution:

In the case of "Password not verified on connectable hosts" in the middle of the screen, when the system does this checking, it opens up a "Checking the Following Servers" box in the top left-hand corner of the GUI screen. Also, there may be messages in the \$LOGDIR/pc_server_6nnn.log about the log-in attempt.

The box at the upper left will show one or more of the following messages:

a. "Failed to read reply" and "Failed to connect to host". Check the \$LOGDIR/pc_server log. It may be that, though the ip address/hostname is correct, there is no server running on the specified port. (Do util w/1/4 to check.) If "ORA-00257: archiver error" is seen in the pc_server log, consult Article 000033698 (link below).

b. "User name XXXXX does not exist"

If the name shown is not correct, click on the skeleton key at the lower right and correct it.

If the name *is* correct for this server and the problem occurs with all login's (except for, possibly, "aleph"), see Article 000040359 (link below). If the problem occurs for only certain (proxied) logins, see Article 000033682 (link below).

c. "Error in password for user name XXXXX"

Click on the skeleton key at the lower right and correct the password. If that doesn't work, then click on the skeleton key and do Staff Privileges -> User ID -> Modify User and change the password to the new/desired password.

Additional Information

Article link: [GUI client gets "Failed to connect to host" logging in](#)

Article link: [Failed to read reply" in GUI **MASTER RECORD**](#)

Article link: [ORA-00257: archiver error](#)

Article link: [User name XXX does not exist" accessing local libraries](#)

Article link: [Password not verified on connectable..User name does not exist" for certain login's](#)

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- **Article last edited:** 3/3/2015