

Connection refused

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local;
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When we try to connect to a customer server we get the message "Connection refused".

Resolution:

The most common cause of this problem is the lack of the Ex Libris - US ip address (54.85.221.162) as an exception in the server's firewall.

Additional Information

The IP address was changed from 192.80.206.206 to 54.85.221.162 on July 14, 2022.

Category: System management

- **Article last edited:** 7/14/2022