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## GUI client gets "Failed to connect to host" logging in

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20, 21, 22, 23
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### *Description:*

GUI client gets "Failed to connect to host", in the center of the screen, logging in.

If the "Failed to connect to host" occurs after successful log-in, see the article [GUI client gets "Failed to connect to host" after logging in successfully](#) .

### *Resolution:*

If the pc\_server log shows no response to your attempted login, some possible reasons are:

- (1) the server address or port (in the library.ini file) is wrong,
- (2) the server is down,
- (3) the server's firewall (or, for a hosted site, the site's firewall) is preventing access to this port by this pc's ip-address.
- (4) a communication problem is preventing the login request from reaching the server. If the problem is just temporary (-- that is, it corrects itself without any changes to the PC, the firewall, or the server --), then this is almost certainly the problem.

To diagnose if #2 might be the cause, go to the server and do util w/1/4 (to see if the pc\_server is up). Verify that the port number you are checking for is the same as that in the pc's library.ini file.

For #1 or #3, examine the \$LOGDIR/pc\_server\_6nnn.log. Does the log show a response to your attempt to connect (such as the presence of your ip address in the log)? If not, then it may be that you are going to the wrong address/port or a firewall problem. See the article " [Diagnosing firewall problems](#) ".

If you are never able to connect, while other people are able, compare your library.ini entry to theirs.

If you're connecting with a hostname which is more than 30 characters and the numeric IP works, consult the article [GUI "Failed to connect to host" connecting with hostname; OK, with numeric IP](#) .

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