
"Failed to stop WEB Services server. please deactivate it manually."

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 22
-

Problem Symptoms:

After upgrading to v22, util w/3/7/9 to restart "WEB Services Server" (and util w/2/7/1 to shut it down) get the message: "Failed to stop WEB Services server. please deactivate it manually."

[./jboss_shutdown.sh](#) doesn't work either. See Additional Information below.

Cause:

Uncertain. It seems to be a problem with the transition from jboss --> tomcat in v22.

Resolution:

1. Do "ps -ef |grep java" to get the number of the java process running for this aleph instance, such as:
aleph 19063 1 14 13:40 pts/3 00:00:08 /exlibris/aleph/a22_2/product/local/java/bin/java <etc>
2. kill process number shown (in this case, "19063")
3. restart the WEB Services server using util w/3/7/9.

Additional Information

Sample error messages for [jboss_shutdown](#):

```
> jbin
> /jboss_shutdown.sh
sending shutdown signal
WARNING: error instantiating 'org.apache.juli.ClassLoaderLogManager' referenced by java.util.logging.manager, class not found
java.lang.ClassNotFoundException: org.apache.juli.ClassLoaderLogManager not found
<<No stacktrace available>> <etc.>
```

Category: System Management (500)

- **Article last edited:** 7/30/2014