
Connection reset by server

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
-

Problem Symptoms:

Connection reset by server. (See example in Additional Information below.)

Cause:

"per_source" in webrelay file was "20"; needed to be "UNLIMITED".

Resolution:

In /etc/xinetd.d/webrelay file change

```
per_source = 20
```

to:

```
per_source = UNLIMITED
```

Additional Information

Sample packet capture of non-working session:

```
170.140.104.1 -> 64.74.237.44 TCP 21991 > http [SYN] Seq=0 Win=8192 Len=0 MSS=1380 WS=8
720.135771 64.74.237.44 -> 170.140.104.1 TCP http > 47937 [SYN, ACK] Seq=0 Ack=0 Win=5840 Len=0 MSS=1460
WS=7
720.138057 170.140.104.1 -> 64.74.237.44 TCP 47937 > http [ACK] Seq=0 Ack=1 Win=258 Len=0
720.140980 170.140.104.1 -> 64.74.237.44 HTTP GET /X?op=bor-
info&ID=BUKOWSKI&verification=BUKOWSKI&library=EMU50&loans=N&cash=N HTTP/1.1
720.181572 64.74.237.44 -> 170.140.104.1 TCP http > 47937 [FIN, ACK] Seq=1 Ack=0 Win=46 Len=0
720.185503 64.74.237.44 -> 170.140.104.1 TCP http > 21991 [RST] Seq=1 Win=0 Len=0
721.293733 170.140.104.1 -> 64.74.237.44 TCP 47937 > http [RST, ACK] Seq=0 Ack=2 Win=0 Len=0
<end packet capture>
```

Sample HTTP Redirect Packets summary:

The PC sent the following "REDIRECT" HTTP request to remote host at [Library.emory.edu](http://www.library.emory.edu) :

```
GET / HTTP/1.1
```

```
Host: www.library.emory.edu
```

```
Connection: keep-alive
```

```
Accept: text/html,application/xhtml+xml,application/xml;q=0.9,image/webp,*/*;q=0.8
```

User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/41.0.2272.118 Safari/537.36
Accept-Encoding: gzip, deflate, sdch
Accept-Language: en-US,en;q=0.8
Cookie: __qca=P0-1599444775-1426858627475;
__spectate_tracking_session=BAh7BkkiEnZpc2l0b3JfaWRfMTYGOgZfVgkEfpXeBw%3D%3D--
d9dbed4d6916e7c7a848a39ff96bf37d283cae96;
__utma=171862783.1564429652.1426601802.1427814648.1428328895.5; __utmz=171862783.1428328895.5.2.utmcsr=gynob.emory.edu|utmccn=(referral)|utmcmd=referral|utmctt=/about_us/index.html; _gat=1; _ga=GA1.2.1564429652.1426601802; _gat_bb8452befb5f77b062e2edab9162d193=1

?The PC did not receive the following HTTP "REDIRECT Instruction' packet from [Library.xxxx.edu](#):L

HTTP/1.1 302 Found
Date: Tue, 07 Apr 2015 00:20:58 GMT
Server: Apache/2.2.25 (Unix) mod_ssl/2.2.25 OpenSSL/0.9.8y mod_perl/2.0.5 Perl/v5.8.9
Location: <http://dc02kg0449na.hosted.exlibrisgroup.com:8991/F>
Content-Length: 375
Keep-Alive: timeout=15, max=100
Connection: Keep-Alive
Content-Type: text/html; charset=iso-8859-1

```
<!DOCTYPE HTML PUBLIC "-//IETF//DTD HTML 2.0//EN">
<html><head>
<title>302 Found</title>
</head><body>
<h1>Found</h1>
<p>The document has moved <a href="http://dc02kg0449na.hosted.exlibrisgroup.com:8991/F">here</a>.</p>
<hr>
<address>Apache/2.2.25 (Unix) mod_ssl/2.2.25 OpenSSL/0.9.8y mod_perl/2.0.5 Perl/v5.8.9 Server at library.emory.edu
Port 8991</address>
</body></html>
```

<end HTTP Redirect Packets summary>

Category: System Management (500)
