

## Internet Explorer "Cannot display the webpage"; Firefox "Unable to connect"

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 21
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### Problem Symptoms:

Attempted OPAC access gives message "Cannot display the webpage" in Internet Explorer and "Unable to connect" in Firefox.

### Cause:

Problem with Apache.

### Resolution:

Do "ps -ef |grep httpd" to see if Apache is running.

\* If not, start it.

\* If yes, then check the www\_server log.

Message "read\_http\_header: no data read, client closed connection" indicates that there is a problem in the configuration of apache.

In one case, where SSL/https was being used, the ./apache/bin/apachectl\_auto lacked the "-DSSL" parameter.

### Changing:

```
$httpd_bin/httpd -d $httpd_root
```

to:

```
$httpd_bin/httpd -d $httpd_root -DSSL
```

and restarting Apache corrected the problem.

**Category:** Web OPAC (500)

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