
Local OPAC Preview Server gives "WebVoy?ge System Error"

- **Product:** Voyager
 - **Product Version:** 8.2.0
-

Problem Symptoms

- Local OPAC Preview Server OPAC menu shows with <http://url:port>
- Clicking on Basic Search and Advanced Search links causes time out
- Internet Explorer gives message "WebVoyage System Error"
- Local OPAC Preview Server newly installed
- Administration and skin pages display correctly (e.g. <<http://url:port/skins>>)

Cause

This problem may occur if the outgoing port to Ex Libris' Preview Server database is not open.

Resolution

1. Determine required outgoing port. Consult documentation (i.e., [Preview Server - 10.1.0.pdf](#)), "Local OPAC Preview Server Requirements"
 2. Open outgoing port on server.
-

- **Article last edited:** 26-Feb-2019