

## ARC not accessible for certain logins

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

### Problem Symptoms:

Unable to log onto ARC - the login page is displayed, but on entering credentials the page times out

The cogserver.log shows the following warning

```
JobQueueReceiver MS 6018 4 Audit.RTUsage.ms.MS com.cognos.monitor.queue.JobQueueReceiver:entering poll wait  
Warning secure error - did not find userCapabilities
```

### Cause:

unknown

### Resolution:

Restart ARC

1. Shutdown ARC

```
./$arce_root/arc_shutdown
```

2. Verify that the dispatcher is down:

running

or

```
ps -fu crn | grep $ARC_APP_VERSION | egrep "BIBjjav"
```

If the dispatcher is still running, kill the process manually (kill -9).

3. Restart ARC

```
./$arce_root/arc_startup
```

**Category:** ARC Configuration/Permission - ARC

**Subject:** Authentication - ARC

---

- **Article last edited:** 3/27/2014