
UI not accessible - Fail Login/pwd

- **Article Type:** General
 - **Product:** Rosetta
 - **Product Version:** 4.0.1
-

Problem Symptoms:
UI is not accessible

- * No error in server.log
- * User is not locked, nor expired and user and pwd are correct
- * Apache running only on ONE server, ans was restarted as root
- * All servers are up and have been restarted
- * PDS seems ok but when try to login, it doesn't redirect and fails

Look at the pds_server.log :
pdsroot
cd ../log
tail -f pdsroot

See :
Warning : HTTP Error Message = Can't connect to preserve-staging.nlb.gov.sg:80 (connect: No route to host)

Try then from one server :
wget "preserve-staging.nlb.gov.sg:80"
It should fail as well

Cause:
Proxy
Port
Load balancer
Firewall

Resolution:
1. Check with System Administration Team to see what was changed and if can be rolled back
2. if nothing was changed, contact Support

Category: Infrastructure

Subject: PDS

- **Article last edited:** 11/20/2014