
Password not verified on connectable hosts; "License expired"

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

Problem Symptoms:

When logging into the GUI Client the message "Password not verified on connectable hosts" displays and access is denied

The remote server is accessible but the Web OPAC is down and displays as a blank page

The message "license_check [err]: License expired on yyyyymmdd" appears in both the www_server.log and pc_server.log

Cause:

EXPIRATION-DATE parameters have been exceeded in alephe/tab/license and alephe/tab/license.www_x.

Resolution:

1. In alephe/tab, verify that the EXPIRATION-DATE parameters of the current license and license.www_x files have been exceeded
2. Contact Ex Libris Support and request the generation of new license files

Additional Information

License files expire on the first day of the month specified in the EXPIRATION-DATE parameter of alephe/tab/license and alephe/tab/license.www_x

Category: Circulation (500)

- **Article last edited:** 3/23/2015