

Problems accessing Ingest and Deposit modules

- **Article Type:** General
 - **Product:** DigiTool
 - **Product Version:** 3
-

Description:

We're unable to connect to the Ingest and Deposit modules [our license includes the Deposit module].

When I connect to the URL it presents the login page however when I login I get "An Error Occurred - Please contact system staff".

We can connect to the other modules: RD, Management, and Collection Management.

We ran several clean-up jobs, restarted Oracle/listener, restarted dtl and still cannot login to the Deposit and Ingest modules.

Resolution:

Make sure that the Oracle Listener hostname matches the application hostname in /etc/hosts; if they don't match; update the incorrect value.

Also check /exlibris/dtl/j3_1/digitool/home/profile/global.properties and /exlibris/dtl/u3_1/dtle/dtl_start to be sure that they also point to the correct hostname.

Restart Oracle and DTL.

Additional Information

etc, hosts, global_properties, hostname, Oracle, listener

- **Article last edited:** 10/8/2013