
ARC login attempt fails (restarting ARC)

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 16.02
-

Description:

I am unable to logon to ARC. I am getting the following error message:

The function 'CAM_UnprotectData' failed.

Details:

```
<errorDetail><errorCode>-13</errorCode><errorMessage>CAM-CRP-0157 Unable to complete a call to the cryptographic provider's unwrap function.</errorMessage><errorStack><errorCode>-13</errorCode><errorMessage>CAM-CRP-0285 Unable to find an appropriate Common Symmetric Key (CSK) to decrypt the data.</errorMessage></errorStack></errorDetail>
```

Resolution:

Restarting Cognos ReportNet on your ARC server appears to have made it so that I can log in okay now:

[This restart method is applicable only to ARC 1.1. See below for ARC 2.0 restart method.]

To restart Cognos ReportNet for ARC 1.1:

```
crn ~>cd cognos/bin  
crn ~/cognos/bin>./crnctl.sh stop  
ReportNet service has stopped.  
crn ~/cognos/bin>./crnctl.sh start  
ReportNet service has started.
```

To restart ARC 2.0:

```
crn ~>arce  
crn ~>arc_shutdown  
crn ~>arc_startup
```

If the "arce" command works, this is ARC 2.0, as this command was not present in ARC 1.1. In ARC 1.1 the home directory of /exlibris/crn contains a "cognos" directory; in ARC 2.0, it has directories for ARC installation, such as arc2_1.

More keywords: sign in, connect, log on, how to restart ARC, restarting ARC, starting ARC, ARC startup, start ARC, startup ARC, ARC restart

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