

## ARC not working; server not available; "unable to connect"

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 18.01

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### Description:

In order to test ALEPH v18 SP 925 on test, I was asked to copy all the tabs from prod to test. I copied the contents of the /tab directories for all of the following: xxx50s, xxx30s, xxx01, plus alephe/tab. After the fact, I realized that

- a) I should have backed up alephe/tab before copied into it and
- b) I should not have copied all of prod's files in that directory to test.

Although we restored alephe/tab from a recent backup, we're still having some problems. For example, we cannot connect to ARC. We get an error message about the server not being available. Specifically, all we see when connecting to test for ARC, we get:

### Unable to connect

Firefox can't establish a connection to the server at [xxxxxxxxx.edu](http://xxxxxxxxx.edu):8080.

\* The site could be temporarily unavailable or too busy. Try again in a few moments.

\* If you are unable to load any pages, check your computer's network connection.

\* If your computer or network is protected by a firewall or proxy, make sure that Firefox is permitted to access the Web.

### Resolution:

I connected to [xxxxxxxxxxx.edu](http://xxxxxxxxxxx.edu) as user crn:

```
crn@fcat~>hostname  
xxxxxxxxxxx.edu
```

And did the following connection tests:

```
crn@fcat~>telnet localhost 390  
Trying 127.0.0.1...  
Connected to localhost.localdomain (127.0.0.1).  
Escape character is '^]'. <----- this message indicates success
```

```
crn@fcat~>/usr/iplanet/servers/slapd-arc/check-slapd  
crn@fcat~>echo $status  
0 <----- status 0 is OK
```

```
crn@fcat~>ps -ef | grep ~crn/apache  
crn 7855 7776 0 11:26 pts/3 00:00:00 grep /exlibris/crn/apache
```

The preceding ps command should display multiple ..../exlibris/crn/apache/bin/httpd lines. The fact that it does not indicates that the arc apache is not running.

Therefore, I did:

```
crn@fcat~>cd ~crn/apache/bin
```

```
crn@fcat~/apache/bin>./apachectl stop  
httpd (no pid file) not running
```

```
crn@fcat~/apache/bin>./apachectl start
```

Now when I do the ps it shows the proper crn/apache processes:

```
crn@fcat~/apache/bin>ps -ef | grep ~crn/apache  
crn 8325 1 0 11:52 ? 00:00:00 /exlibris/crn/apache/bin/httpd -k start  
crn 8326 8325 0 11:52 ? 00:00:00 /exlibris/crn/apache/bin/httpd -k start  
crn 8327 8325 0 11:52 ? 00:00:00 /exlibris/crn/apache/bin/httpd -k start  
crn 8328 8325 0 11:52 ? 00:00:00 /exlibris/crn/apache/bin/httpd -k start  
crn 8329 8325 0 11:52 ? 00:00:00 /exlibris/crn/apache/bin/httpd -k start  
crn 8330 8325 0 11:52 ? 00:00:00 /exlibris/crn/apache/bin/httpd -k start  
crn 8334 7776 0 11:53 pts/3 00:00:00 grep /exlibris/crn/apache
```

Please try connecting again.

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## Additional Information

faq

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