
ARC "unable to execute reports" error

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

When trying to run reports in ARC, we are getting "unable to execute reports" error.

We can't login into ARC at all.

Resolution:

Please follow ARC troubleshooting instructions outlined below. Submit a Pivotal incident if the problem is not resolved after you've restarted the CRN in step 4.

The following components should be up:

1. Oracle database and Listener
2. iPlanet (Sun ONE)
3. Apache
4. CRN – must be checked and started/restarted last

1. Oracle instance and Listener

```
sqlplus $ARCCONNSTR@$ARC_SID
```

Make sure you can connect to the database using the listener

If it doesn't work perform the following to check what is up:

```
ps -ef | grep ora
```

To start the listener (should be performed as oracle user):

```
lsnrctl start
```

To start the database (should be performed as oracle user):

```
sqlplus /nolog
```

```
connect / as sysdba
```

```
set pause off
```

```
startup.
```

2. iPlanet

```
/usr/iplanet/servers/slapd-arc/check-slapd && echo "OK"
```

If the iPlanet is up you will get: OK

You can also check if you can connect to port 390 on localhost:

```
telnet localhost 390
```

If you need to start iPlanet you should do it as root user:

```
/usr/iplanet/servers/slapd-arc/start-slapd
```

Stopping the iPlanet server is not required and not recommended unless the machine is going down

3. Apache

To check if the apache is up:

```
ps -ef | grep http | grep crn
```

To start/stop the apache server:

```
cd ~crn/apache/bin
```

```
./apachectl stop
```

```
./apachectl start
```

If the Apache port is less than 1024 start and stop must be done as root user with full path.

4. CRN – must be checked and started/restarted last

Make sure all other components are up

Check which CRN processes are running:

```
running
```

you will get a list of running process excluding httpd

Check that the service is working properly:

```
cd ~/cognos/bin
```

```
./crnctl.sh isRunning
```

you should get:

```
ReportNet service is running
```

To start and stop the crn

```
cd ~/cognos/bin
```

```
./crnctl.sh <start/stop>
```

Additional Information

unable to execute reports ARC error message

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