

Arc cannot connect to server

Description

Error message: The IBM Cognos gateway is unable to connect to the IBM Cognos BI server. The server may be unavailable or the gateway may not be correctly configured.

Try again or contact your administrator

Resolution

Under /exlibris/crn/arc4_1/c10/configuration, there is file "cogstartup.lock"

Please remove this file and restart ARC again:

```
$arce_root/arc_shutdown (wait until completed)
```

```
$arce_root/arc_startup
```

Additional Information

Please see also and explanation on IBM site: <http://www-01.ibm.com/support/docvive...id=swg21340141>