

Apache not loading, syntax error mod-jk file missing

- **Product:** All products running Apache
- **Product Version:** Apache 2.2.31 and up
- **Relevant for Installation Type:** Local

Symptoms

After updating third party products to the latest version, Apache will not load with the following errors:

- httpd: Syntax error on line 16 of /exlibris/primos/p4_1/primos/apache/conf/httpd.conf:
- Cannot load /exlibris/primos/p4_1/product/local/apache/modules/mod_jk.so into server: /exlibris/primos/p4_1/product/local/apache/modules/mod_jk.so: cannot open shared object file: No such file or directory

Workaround

The apache will not load since the mod-jk module has been omitted from the latest version of apache. This will be fixed for future releases.

In the meantime please use the following workaround:

1. log into the relevant server via ssh.
2. Run the following:

```
ls -d /exlibris/product/http*
```

This will list all the apache versions that reside on the server.

3. If an older version of apache exists, copy over the mod-jk module from the latest version prior to the current one. i.e.:

```
cp -p /exlibris/product/httpd-2.2.15/modules/mod_jk.so /exlibris/product/httpd-2.2.31/modules/
```

If only the latest version of apache shows up please download the [<<attached file>>](#) and place it in

```
/exlibris/product/httpd-2.2.31/modules/
```

4. Restart apache.