

File Transfer: "Website declined .."; "client denied by server configuration"

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Problem Symptoms:

*When clicking on 'Copy from Server', the following error message displays: The website declined to show this webpage.

*The error_log_ssl has:

```
[error] [client 209.239.96.6] client denied by server configuration: /exlibris/aleph/a20_1/aleph/tc_cgi/copy_from_server, referer: http://dc01vg0049na.hosted.exlibrisg...m:4505/tc.html
```

Cause:

ip_address is missing

Resolution:

The ip_address needed to be added (in three different places) in the /exlibris/aleph/u21_1/alephe/apache/conf/ httpd.conf .

- **Article last edited:** 12-Mar-2016