
ARC Report Studio error: promptLocale_en-US.xml

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

When trying to open a report with Report Studio using icon, the following error appears:

404 - Not Found

URL: cchl/res/promptLocale_en-US.xml

Response Text:

```
<!DOCTYPE HTML PUBLIC "-//IETF//DTD HTML 2.0//EN">
<html><head>
<title>404 Not Found</title>
</head><body>
<h1>Not Found</h1>
<p>The requested URL /pat/cchl/res/promptLocale_en-US.xml was not found on this
server.</p>
<hr>
<address>Apache/2.2.29 (Unix) Server at arc.library.edu Port 8081</address>
</body></html>
```

Another version of error:

404 - Not Found

URL: cchl/res/promptLocale_en-CA.xml

Answer:

Option A:

1. Connect to Unix as crn user

2. Go to directory

```
cd $CRN_HOME/webcontent/pat/cchl/res
```

3. Copy file promptLocale_en-gb.xml

```
cp promptLocale_en-us.xml promptLocale_en-US.xml
```

(or any other language extension, like promptLocale_en-fre.xml to promptLocale_en-FRE.xml)

4. Restart ARC

a. \$arce_root/arc_shutdown

b. \$arce_root/arc_startup

Option B - Change the language to English (neither US nor Canadian) - both in FireFox and in Cognos.

Additional Information

May be a Cognos defect.

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- **Article last edited:** 15-May-2016