

Locations do not expand in Locations tab

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

In Primo,

1. Locations do not expand in Locations tab (no items)
2. My Account gives error in Request and Fines:

We're sorry but unrecoverable problem was detected trying to call the ILS system.
Try again later.

Cause:

Apache / Jboss problems in Aleph

Resolution:

On aleph server:

1. Restart apache:

```
- dlib usm01  
- util /w / 3 / 6
```

2. Restart jboss:

On Linux: `ps -ef | grep jboss`

On Sun: `ps -ef | grep aXX_X | grep -i java`

kill [the process number/s shown]

- when all have been killed:

```
cd $aleph_dev/ng/aleph/home/system/bin
```

```
bash jboss_startup.sh
```

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- **Article last edited:** 26-Jun-2016