

AAS - Cannot connect to Administration & Data Server

Problem Summary	Cannot connect to Administration & Data Server.
Error Message	None
Possible Cause	<p>If AAS is unresponsive while performing a transaction with the Administration & Data Server, it might lock the connection and prevent a successful connection by an alternate AAS (even if the alternate is on a different machine).</p> <p>Other possible causes could be:</p> <ul style="list-style-type: none"> • Incorrect IP and/or port specified for Administration & Data Server. • Incorrect user name and/or password specified for ICM Instance. • AAS Server not configured in CMS Control.
Recommended Action	<p>Perform the following:</p> <ul style="list-style-type: none"> • Restart the distributor_JServer process on the Administration & Data Server machine by pressing Ctrl+C in the process window, and then type Exit. This causes the process to terminate and automatically restarts the process. • Ensure that AAS has been configured in Unified ICM and that the IP address of AAS is correct. (Machines running AAS must be set with a static IP so that they do not randomly lose their ability to connect.) • If you are running Windows XP SP2, check to see if the firewall is running and if it is blocking packets. (SP2 added a new built-in firewall feature.) Click Start > Run, and enter firewall.cpl to load the administration page for the windows firewall. If you do this and a warning displays that the service is not active, it might still be blocking packets. • Try to ping the other machine from the AAS machine. • Reinstall AAS and enter correct information. • Check if a firewall is connected between the Administration & Data Server and AAS. If yes, then the ports need to be configured as static ports. • Check if the AAS application is correctly configured in the CMS control in Administration & Data Server. • If any changes are made in the CMS control, then AAS needs to be restarted. • From the server.properties file on Administration & Data Server, check the remote hostname (RemoteHost). The remote hostname on the server.properties should be the system name on which AAS was running, not the Administration & Data Server name. Run the CmsControl tool on the Administration & Data Server box to correct this if it is incorrect.
Release	Release 7.5(1)
Associated CDETS #	None.
Possible Cause	<p>Another possible cause could be:</p> <p>The ICM connection information was changed, but the Jserver was not restarted.</p>
Recommended Action	Find the DOS window on the ICM machine labeled "Jserver." Press Ctrl+C, type exit and press Enter. This causes the Jserver to recycle.
Release	Release 7.5(1) and 8.0

Associated CDETS #	None.
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