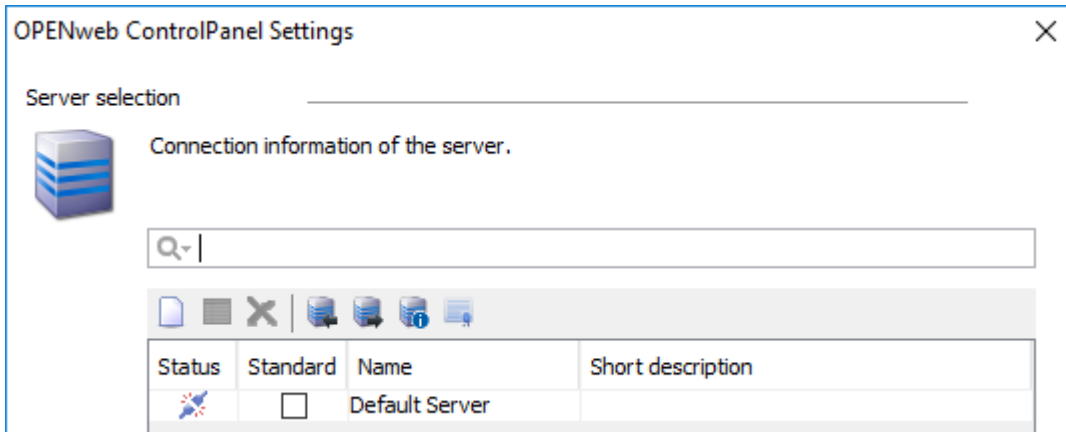
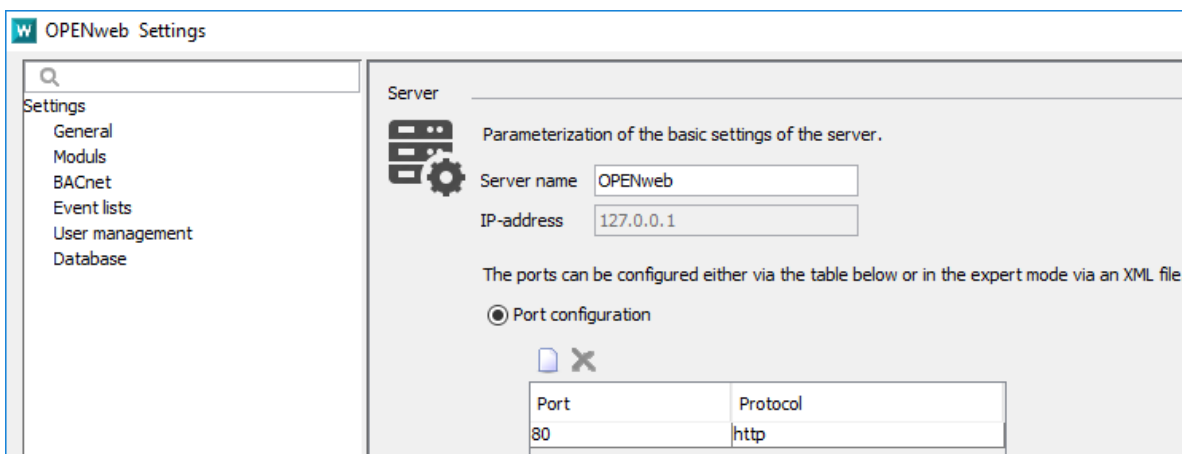


## TT211104 - OPENweb - Connection Troubleshooting

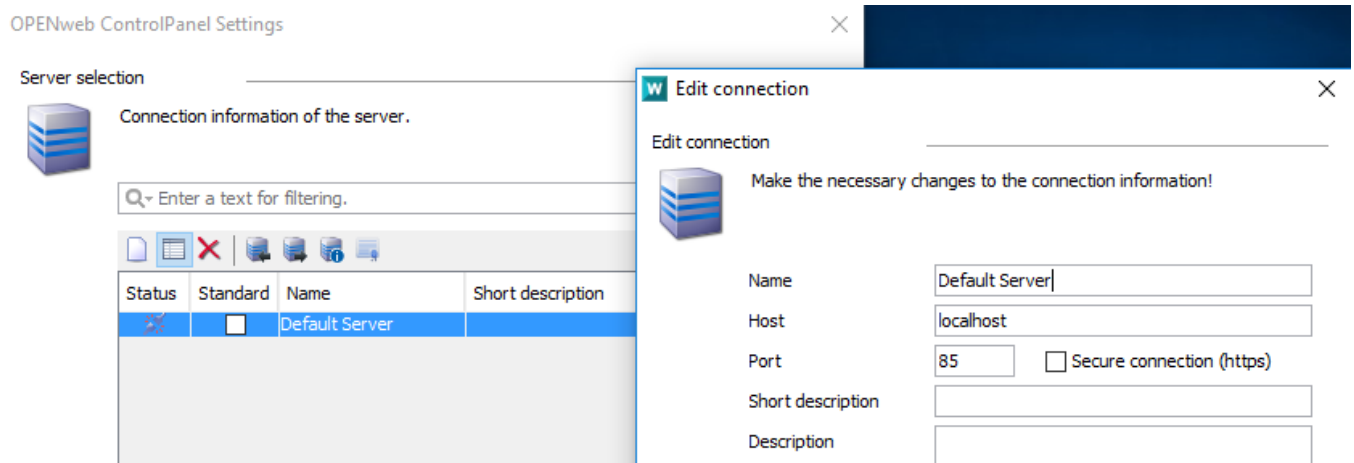
1. In this document, we will show you how to fix the problem when you cannot connect to the OPENweb server, or OPENweb server is not running, etc.



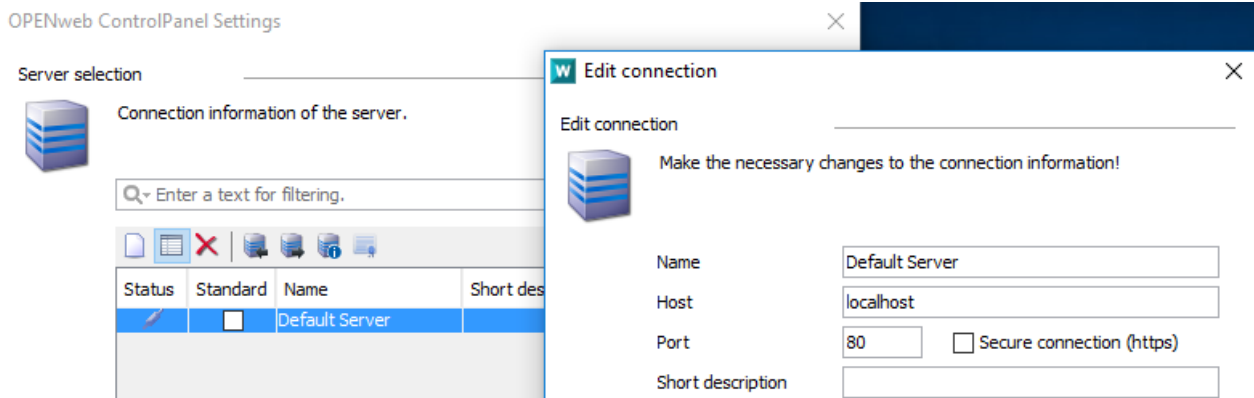
2. Most of the time, it is because of the network port. By default, OPENweb use port 80. First, you need to make sure OPENweb server and control panel are both using the same network port.
3. Let's check the network port used by OPENweb server. Start "OPENweb Settings", and from the "General" tab, you can see which port it is using. In the example below, OPENweb use http port 80.



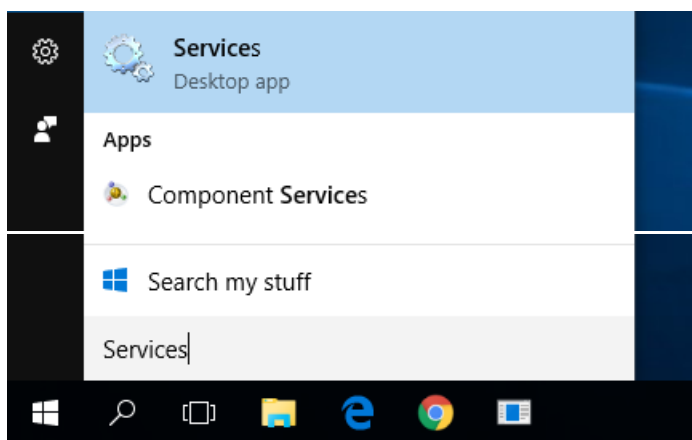
4. Now start OPENweb control panel, select the connection, click the "Edit" icon and you can see which port it is using. In the example below, it uses http port 85. It's not the same port (80) OPENweb server is using and therefore the connection failed.



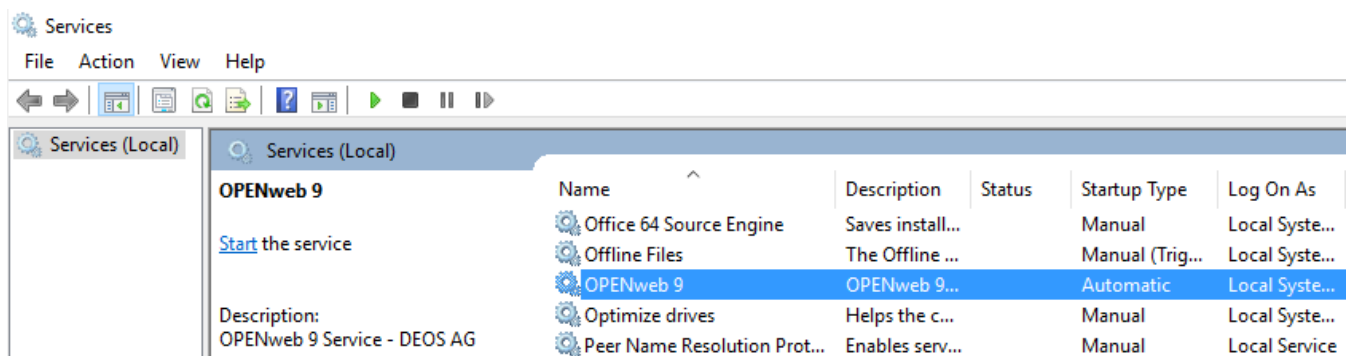
5. Now if you change it to 80, click OK, and the connection will return to normal.



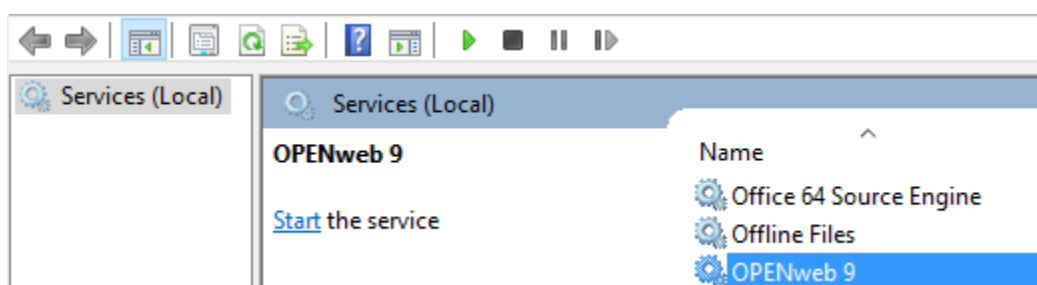
- Please also note that the “Secure connection (https)” (see above) should be disabled (unchecked), unless you’ve setup OPENweb server to use https already.
- If both are using the same network port (http) but connection still fail, then we need to check if the OPENweb service is running. Type “services” in Windows search and run the “Services” desktop app.



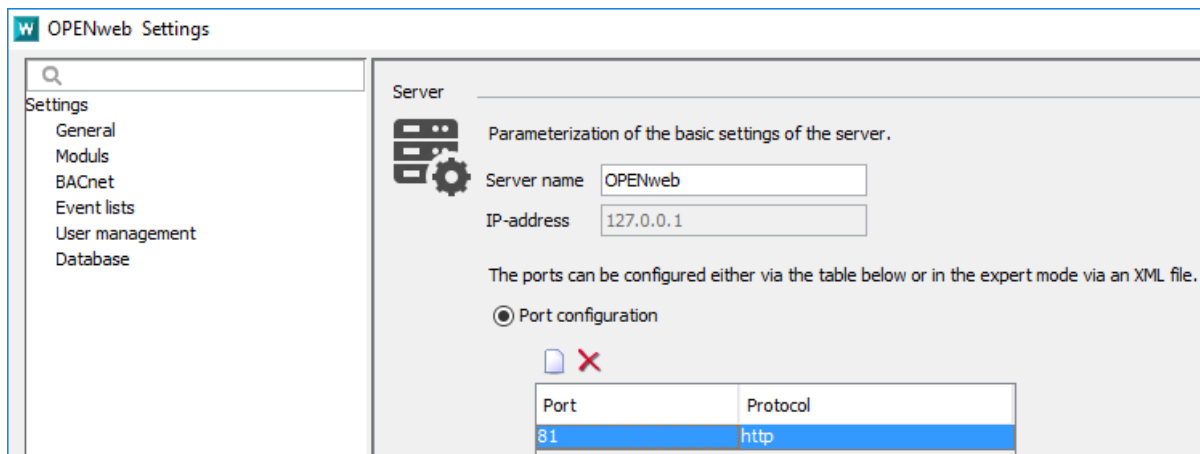
- Scroll down the list until you find OPENweb service. The “Status” should show “Running” if there is no problem. In the below example, the “Status” is blank so OPENweb server is not running.



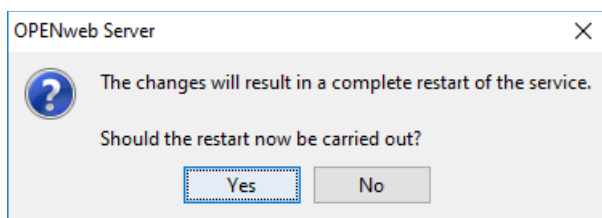
- You can try manually start the service by clicking the “Start Service” button. Then wait for 1 minute, and click the “Refresh” button. If the “Status” is still running then it’s OK.



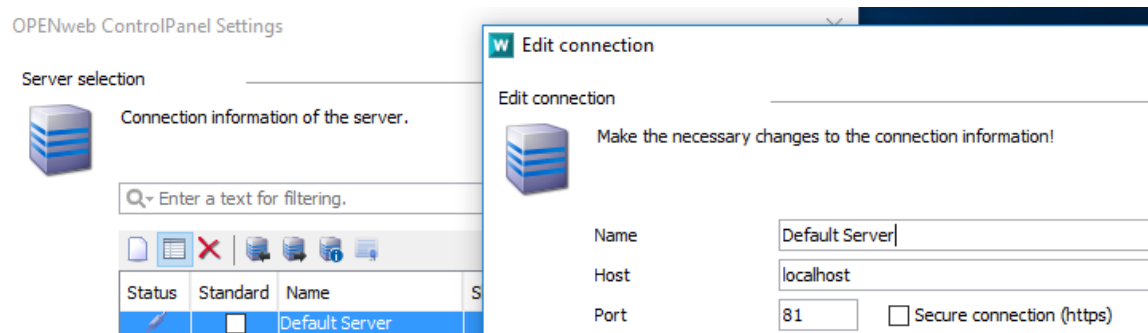
10. Otherwise, if the “Status” is still blank, then most likely the network port you use in OPENweb is already used by another program in Windows. You can start “OPENweb Settings” and change to another port, e.g. 81.



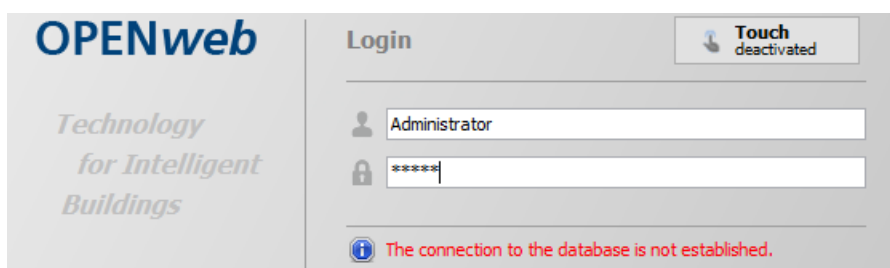
11. Press “Enter” to save the change, and then click OK to restart OPENweb service.



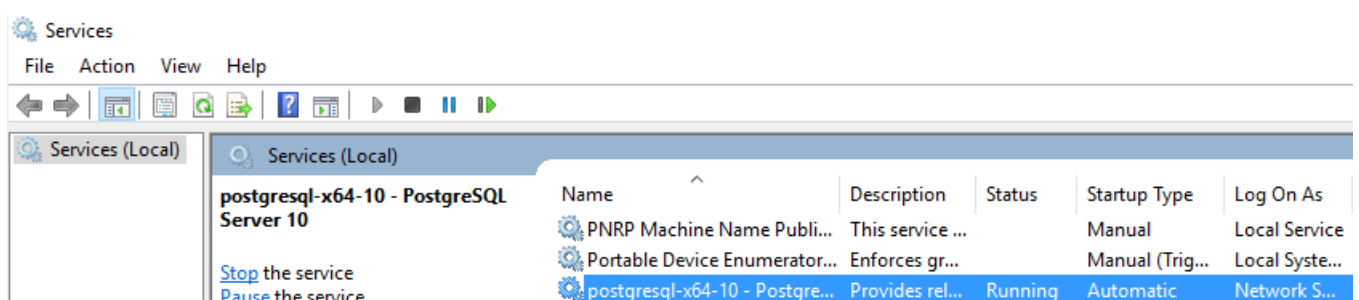
12. Now start OPENweb control panel and change it to the same port (e.g. 81).



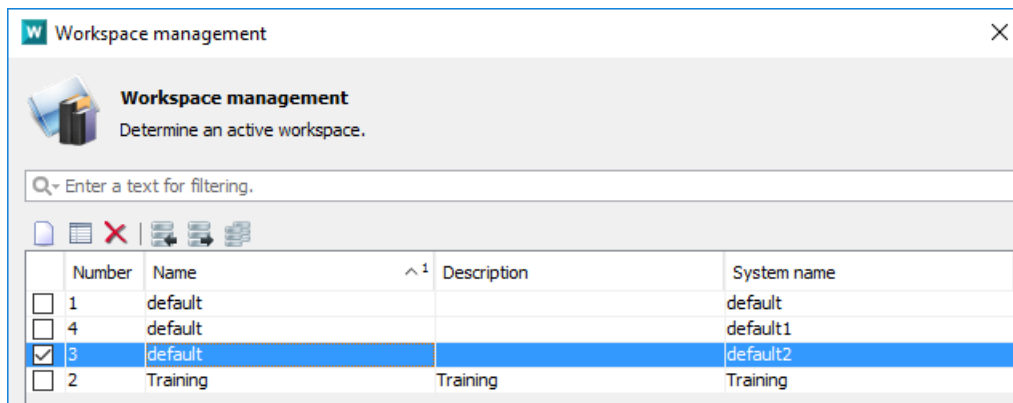
13. Next, if you see the below error during login, then maybe the database service is not running.



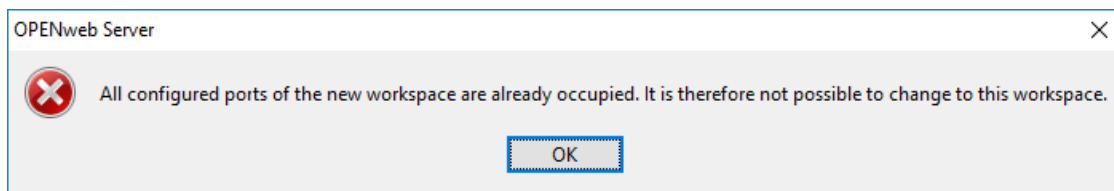
14. Start “Services” from Windows and check if “Postgresql” status is running or not.




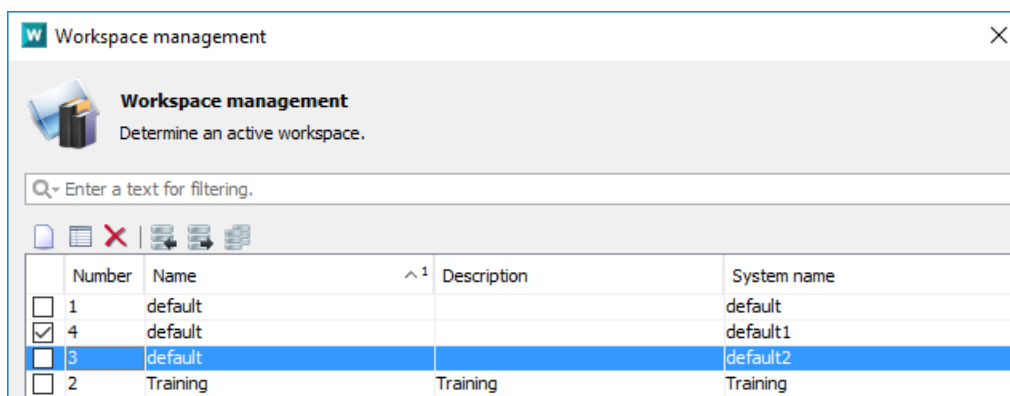
15. If the status is blank, then maybe there is problem during OPENweb installation. The easiest way to get it working is to uninstall OPENweb and Postgresql completely and install it again. Please refer to TT200301 for the clean uninstall procedure.
16. Next, if you have multiple workspaces in OPENweb, when you try to switch to other workspace



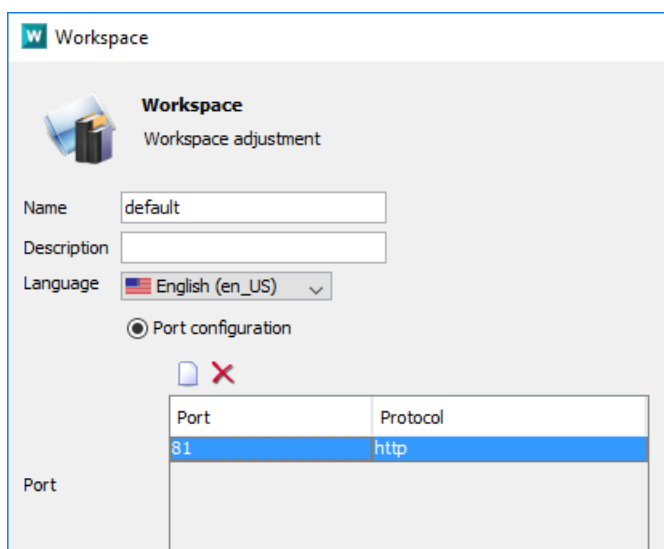
17. It comes up with the error below, then you need to change the port first.



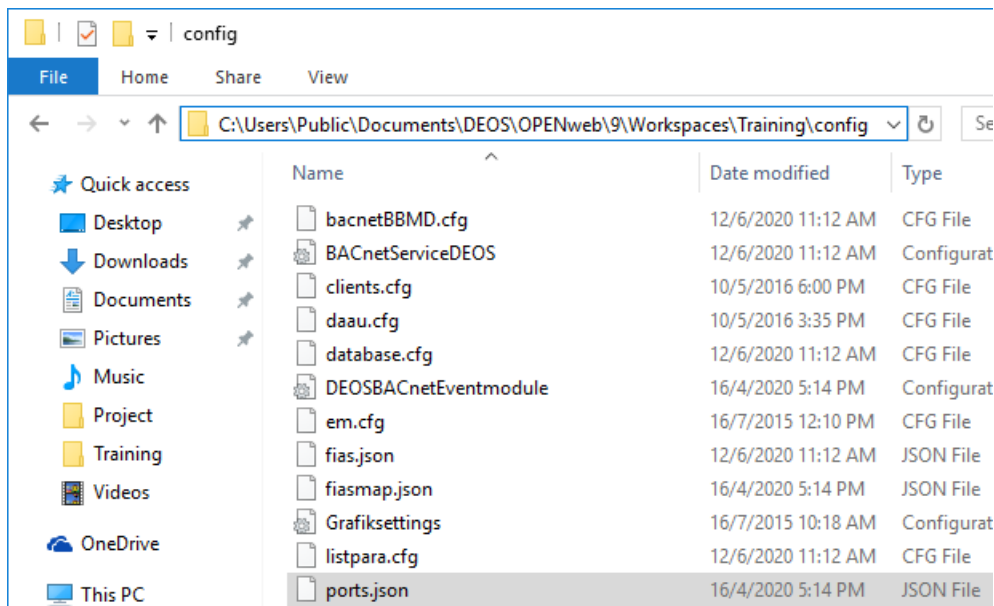
18. Select the workspace you want to change, and click the “Edit” button .



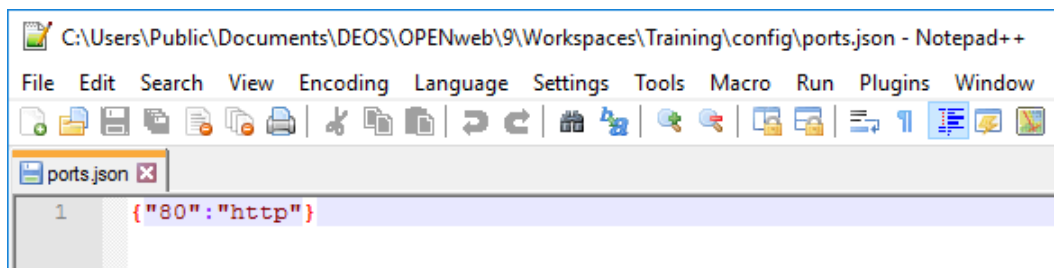
19. Change it to another port (e.g. 81), press “Enter” and click OK to save it. Now you should be able to switch the workspace successfully.



20. Finally, if somehow, you're not able to change the OPENweb server port in "OPENweb Settings", then you can try to change it manually. The file name is "ports.json" and is located at the below path. (in this example, the workspace name is "Training")



21. Open it with "Notepad++" (don't use Notepad or others) and you can change the port manually. Save and close the program, and then restart the PC. Remember to change the OPENweb control panel port as well.



22. Please make 100% sure you know the correct OPENweb workspace to change (and the correct OPENweb version). Changing it incorrectly may cause OPENweb to stop working. If you have doubt, please contact Support for assistant.