**Helping Document**

IBCS Portal/Front end/API/DB

Steps:

1. Check the Database server (10.20.33.20) connectivity through Remote and verify if the SQL service is working or not
2. Check IBCS FE server (10.20.34.161) connectivity from jump machine through PUTTY/WINSCP on port 22. Note that ping will not work as it is disabled.
3. Check IBCS API server (10.20.32.181) connectivity from jump machine through PUTTY/WINSCP on port 22. Note that ping will not work as it is disabled.
4. Verify the connectivity of SQL server from IBCS API server by pinging 1433 port
5. Try restarting the services of Kestrel and Apache on IBCS FE server

* **Systemctl restart httpd**
* **Systemctl restart IBCS\_APP.service**

1. Try restarting the services on IBCS API server

* **Systemctl restart httpd**
* **Systemctl restart IBCS\_APP.service**

1. Check the SSL certificates expiry ibcs.nift.pk / ibcsadmin.nift.pk
2. Double check the firewall is disabled on both Linux servers 10.20.32.181 / 10.20.34.161
3. Check the logs of both servers on the following path:

* **/var/www/publish/IBCS\_APPlogs**
* **/var/www/publish/IBCS\_APIlogs**