**PROBLEM:** NALCOMIS OIMA Users cannot log in to the NALC Server.

**ERROR:** “You are an App Administrator………..”

Analysis: Run “syncReplica.sh”, then “regendpasswds push”(RSUPPLY), and “regendpasswds”(NALC) and the problem was not resolved.

**Type: ps -ef | grep gen**

**Type: ps -ef | grep paxferd**

**Type: ps -ef | grep jboss**

**Type: ps -ef | grep sybase**

**Type: ps -ef | grep ntcss**

**Further PROBLEM:** LDAP, Master(RSUPPLY), Master(NALC) are OUT OF SYNC.

**SOLUTION:**

**Restore LDAP, master – restore RSUPMAST- master – restore NALC – master, run “syncReplica.sh”, run “regenpasswds push”**

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1. **Restore “LDAP” - RSUPMAST SERVER “ONLY”**

**Type: su - sybase**

**Type: cd /h/NTCSSS/ldap/runtime/**

**Type: cd db\_backup**

**Type: ls -alt**

**Type: cd ../**

**Type: ll**

**Type: ./** **makeLdifRestore.sh [ENTER]**

**[ENTER AGAIN]**

**-rw-r--r-- 1 root root 15597952 Dec 19 23:59 ntcss\_db-201712192359.tar.gz**

**-rw-r--r-- 1 root root 15569760 Dec 20 23:59 ntcss\_db-201712202359.tar.gz**

**-rw-r--r-- 1 root root 15575648 Dec 21 23:59 ntcss\_db-201712212359.tar.gz**

Adding data to Directory Server...

... LDAP/database restore complete ...

... Backups were made of the files being restored. If the restore is

... successful and NTCSS and LDAP are functioning correctly, please

... remove the following backup directories and files if they exist...

... /h/NTCSSS/database.20160420.082504

... /var/lib/ldap/optimized.20160420.082504

... /var/lib/ldap/replica.20160420.082504

... /var/lib/ldap/openldap-master-replog.20160420.082504

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1. **Restore “master” database on RSUPMAST and NALC**

**Type: cd /opt/sybase/dbdumps**

**Type: ll master\***

**rsupmast**

**-rw-rw---- 1 sybase sybase 5715968 Dec 20 14:00 master\_dbdump.12-20-17-140028**

**nalc**

**-rw-rw---- 1 sybase sybase 6184960 Dec 20 13:58 master\_dbdump.12-20-17-135804**