

Error message – APP NOT RUNNING

You may encounter the message **APP NOT RUNNING** in the System Health Monitor on the [home page](#). When this occurs, the connection between your SIS database and LYNX is halted until the error is resolved.

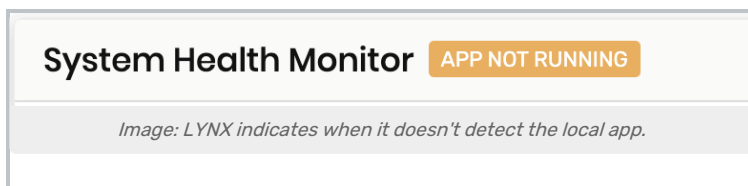
The error is caused when LYNX does not detect the presence of the locally installed Java application that connects to your SIS (Student Information System) database.

The most common cause is that the application has been turned off. Service should automatically be restored when it attempts to connect to LYNX again, usually within the next 60 seconds. Some other possible causes are listed below.



Please note that LYNX notification emails are not sent for APP NOT RUNNING warnings.

If restarting the application does not restore the connection, contact support@collegenet.com.



Possible causes:

Error: Cannot create PoolableConnectionFactory (IO Error: Unknown host specified)

Description

- When running Lynx, you get an error similar to the one above.
- The Lynx-App service is stopped after this error.

Steps

- This means the Lynx-App client is attempting to connect to the wrong SIS hostname, or the host is unavailable.
- Ensure the hostname is correct in the config file under ~Lynx\config\application.properties.
- Ensure you can make a connection to the SIS database server from the Lynx-App server.

Error: Cannot create PoolableConnectionFactory (ORA-01017: invalid username/password; logon denied)

Description

- When running Lynx, you get an error similar to the one above.

- The Lynx-App service is stopped after this error.

Steps

- This means the Lynx-App client is attempting to connect to the SIS database server, but the credentials are incorrect.
 - Ensure the credentials are correct in the config file under `~Lynx\config\application.properties`.
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