

How to resolve conflicts in Prism for ports 5000 and 5001

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Procedure Steps

By using netstat in command line, you can tell what ports are being used. The best way to filter to find a port you are looking for is:

Netstat -an | find ":5000" or netstat -an | find ":5001". If you need to find the owner of a process, you can use netstat -abn. An easy way to search through the output would be something like netstat -abn > a.txt. a.txt will show up in whatever directory you have the command line in, but make sure you have write privileges to that directory; you can open the text file in notepad and search.

Typically during an advanced/custom installation, you can specify the HTTP/HTTPS ports. There is also a way to change the port assignments which is what I did...

Changing default ports:

Go to Program Files (x86)/Prism/Prism Server/ open the Production.ini file in notepad (may need to run notepad as admin) and scroll towards the end where you see [server:main] change the port = (new port). Note, this port should be the HTTP connection port and by default is 5000. Save the production.ini

Go to the system services and stop NGINX Service. Go to Program Files (x86)/Prism/Prism Server/nginx/conf/ open the nginx.conf file in notepad and go to the line that says the following and change the default port number (again this is the HTTP connection):

```
Upstream prism {  
    Server 127.0.0.1:5000
```

In the same file find the line that says (this one is the HTTPS port) and change the default port:

```
# HTTPS Server  
#  
Server {  
Listen 5001
```

Save the nginx.conf.

Finally, if the Windows firewall is going to be used, make sure to update the rule. The rule can be found in the firewall advanced settings and inbound rules. The rule is called Prism Server, once opened, go to the Protocols and Ports tab and edit the default 5001 port.

Start the NGINX Service and Restart the Prism Management Server Service.

Applies To

Prism

Additional Information
