
Question

[Jeffrey Drumm](#) · Nov 21, 2021

Private Web Server: FQDN vs. Host name Issue

Running HealthConnect 2021.1 on RedHat Linux 8.4.

I've configured IRIS/HealthConnect with an external web server to support TLS encryption. It's installed on the same server as IRIS, but is a different instance and version of Apache httpd. That all works as expected.

I would also like to keep the "private" web server available, but I'm having an issue with using the fully-qualified domain name in the URL vs. just the hostname itself.

If I use `http://servername:52773/csp/sys/UtilHome.csp` to log on, all is well.

If I use `http://servername.domain.name.tld:52773/csp/sys/UtilHome.csp`, The login page displays, but a logon attempt simply reloads so quickly it's like I never left, and I can't seem to get past it.

I'm not seeing anything in IRIS' application log, `mgr/messages.log`, `httpd/logs/error.log` or `httpderr, csp/bin/CSP.log` (logging level `ev9r`) or `/var/log/messages`; there's nothing about failed authentication in the audit table either. I'm pretty sure the issue is related to the private web server configuration and not IRIS itself, but it's using the default `httpd/conf/httpd.conf`.

The really weird thing is that I have 4 other servers (2 mirrored pairs) that I've recently configured where this is not an issue at all. The private web servers work fine with either the FQDN or just the host name.

Has anyone else run into this?

PS. Yep, I'm aware of the security bulletin re: the private web server. I just want to make sure it will work in the event the standalone web server is for some reason unavailable.

[#Web Gateway](#) [#Health Connect](#) [#InterSystems IRIS](#)

Product version: IRIS 2021.1

Source URL: <https://community.intersystems.com/post/private-web-server-fqdn-vs-host-name-issue>