

# Aleph Down-System Troubleshooting

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(Questions to customer...)

Are you able to access the server directly (with ssh)?

No.

Yes.

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(Questions to customer...)

**Are you able to access the server directly (with ssh)?**

**No.** Are there error messages on the console indicating a problem, such as a hardware problem? If so, you need to address those. If not, if you have recently changed the server's name or ip address, are you connecting to the right ip address? Were the firewall definitions changed so as to block your address? If that doesn't help, you need to reboot the server. Consult with your DBA before doing so.

**Yes.**

**Do the GUI client and OPAC browser respond when you try to connect?**

1. **Neither of them responds** ("Page cannot be displayed", "Page not found", "Failed to connect to host").

Do util w/1/1. Are the www\_server and pc\_server running?

**No:** Do util w/3 to start them.

If you get ".../f\_symbol.nnnnn: Success" instead of starting, the /exlibris filesystem could be full. Do "df -k /exlibris" to check. If so, delete some old \$LOGDIR or \$alephe\_scratch logs to make a bit of space. If it keeps filling up and you can't tell what is causing it to do so, see Article 000010090.

**Yes:** Do util o/1/3 and o/1/4 to see if Oracle is running.

Do util f/4 to see if you can display a bib record.

If you find that Oracle is not running, you need to have your DBA start it.

Determine why it was down: did a back-up fail to bring it up? Check the Oracle alert\_alephn.log (util o/3/1 – except in two-task set-up). Do not start oracle before knowing exactly why it was down.

## 2. GUI gets “Library not accessible” and OPAC gets “Requested library is unavailable ...”

Do util c/4 to see if library is locked. **See Article 000003275** . (The Article also addresses the case where the library does *not* show as locked.)

**3. Missing Oracle indexes on system-wide vir01 tables** is a common cause of down-system symptoms. Do the following SQL to see if critical VIR01 Oracle indexes or tables are missing:

```
> s+ vir01
```

```
SQL-VIR01> select index_name from all_indexes where index_name in ('Z05_ID', 'Z05_ID1', 'Z05_ID2', 'Z05_ID3',  
'Z05_ID4', 'Z110_ID', 'Z52_ID', 'Z60_ID', 'Z63_ID', 'Z63_ID1', 'Z64_ID', 'Z65_ID') minus select index_name from  
all_indexes where owner = 'VIR01';
```

The result should be "no rows selected".

If the z05\_id or z110\_id is selected, see #4 below.

If the z65\_id is selected, see #5 below, specifically, Article 000002464.

If the z63\_id is selected, see #6 below, specifically, Article 000003447.

If the z52\_id is selected, see Article 000007337.

**4.** When you connect to the Web OPAC, you get a correct search screen, but when you do the search, instead of results, you get "**The requested base/library is not accessible now**" and the base-list screen. The GUI Search also does not work. GUI Circulation is working fine.

This indicates a problem with the z05 / z110 result-set tables. See Article 000016420.

## 5. The www\_server responds but **the pc\_server doesn't**

a. pc\_server gets "Failed to connect to host"

> cd \$LOGDIR and check the pc\_server log. Does it show error messages?

**No**, the pc\_server log is empty (except for “Previous server killed”):

- Do util w/1/3 to verify that the pc\_server is running.
- Make sure that you are connecting to the correct address : port.
- As described in Article 000010098, use telnet to confirm port is accessible.

**No**, there are pc\_server log entries but no significant errors.

- See if your PC's ip address is in the log. Any errors there?
- What ip addresses **do** you see in the log?
- Are other staff members connected OK?

**Yes**, the pc\_server log (or the GUI) has error messages

- about z65\_id or “License limit exceeded” (see Articles 000009299, 000002464, & 000012940),
- other error: Search the Knowledge Base for the specific error.
- clear\_vir01 could have failed. Check last night's run in \$alephe\_scratch.

b. pc\_server gets “Failed to read reply”: check the pc\_server log for error messages

## 6. The pc\_server responds but **OPAC doesn't**.

> cd \$LOGDIR and check the www\_server log.  
Is it empty (except for the START and "Previous server killed" lines)?

**Yes, it's empty.** When you try to connect to OPAC with the browser,  
do you get the initial OPAC screen?

**No,** I get "The page cannot be displayed" or Not found message: Do:

`ps -ef | grep apache | grep $ALEPH_APP_VERSION`

on the unix command line to see if apache is running.

Do you get results (do you see processes running)?

- If not, you (or system admin) needs to start apache.
- If you get results, apache is running. Do util w/1/1 to confirm that the www\_server is running. Make sure that the URL is correct. Are other people able to connect to the OPAC?

**Yes,** I get the initial OPAC screen, but when I do a search,

- there is no response: The z63\_id could be missing. See Articles 000007337 & 000003447. Or
- I get an error message: Check Knowledge Base and the www\_server log. clear\_vir01 could have failed. Check last night's run in \$alephe\_scratch.

**No, the www\_server log is not empty.** I get the initial OPAC screen, but I get an error message (or no response) when I do a search:

- an error about z63\_id / "License limit exceeded" (see Articles 000003447 or 000007337);
- "license\_check [err]: License expired on *yyyymmdd*" (on first day of the month). Contact Ex Libris Support.
- other error: Search the Knowledge Base. clear\_vir01 could have failed. Check last night's run in \$alephe\_scratch.
- searches/results for another user appear on screen. (Article 000007020.)

## 7. Oracle Space problems

ORA-01653: unable to extend table ... in tablespace ...  
ORA-01652: unable to extend TEMP segment ...

These can appear in either the pc\_server or www\_server logs – or in the Oracle alert\_alephn.log (util o/3/1 – except in two-task set-up). util o/14/1 shows tablespaces which are out of space under the separate heading "TABLESPACE\_WITHOUT\_FREE\_SPACE" (-- but may not be meaningful if you have Oracle "auto-extend").

## 8. Batch jobs not running in a particular library

For instance, clear\_vir01 doesn't run in vir01 library or p\_cir\_51 overdue don't run in the ADM library: make sure the batch queue (lib\_batch) is running: do util c/1. Are the jobs showing as waiting to run in util c/7? See Articles 000003207 and 000013970. Before you start the batch queue with util c/2, check if there are waiting tasks in the queue (util c/7) and be sure you want them to start immediately. If not, delete them before starting the batch queue.