



## Common Aleph Problems/Questions and Their Answers

Jerry Specht, Senior Support Analyst

**ExLibris**  
a ProQuest Company

### BIO

- Jerry has been working with Aleph customers for 17 years. He assists in configuring systems, solving functional and technical problems, loading data, and understanding Oracle.
- Prior to joining Ex Libris Jerry worked for 14 years supporting NOTIS customers.

## Objectives and Target Audience

- **Brief Session Description:** : Twenty interesting/difficult problems, culled from 2016 Salesforce Cases and Articles -- with solutions.
- **Session Target Audience:**
  - New or Experienced Customer
  - Especially System Librarians and Administrators

## Agenda

- 1 **Rebuilding z79 and z111 Oracle indexes to improve performance**
- 2 [Multiple z07a records for single bib update](#)
- 3 **Duplicate Cash transactions**
- 4 **Our /exlibris file system keeps filling up. How can we tell what's causing this?**
- 5 **cir-78 doesn't delete the z309 records it should**

6. manage-62: Unable to change sublibrary/collection in items
7. DOS Attack on www\_server from multiple IP addresses
8. Change of 852 \$\$b sublibrary results in change to circ policy for connected items
9. How to tell if Oracle indexes for a particular library are present & VALID
10. Does Aleph have limit on number of loans that show on item record?
11. SQL to locate BIB/HOL recs without items; BIBs without ADM; etc.
12. How to find Course doc records which have no items linked to them
13. "Failed to read reply" in GUI
14. SQL for OPAC statistics (using z69 OPAC-event table)
15. What ports need to be open on an Aleph server?
16. Allowing renewal of requested "like items"
17. [In-house use registered as z35 type 50 \(simple loan\) -- rather than type 80](#)



## 1. Rebuilding z79 and z111 Oracle indexes to improve performance

- a. As part of the fiscal period close/rollover, we run the acq-04 Service to regenerate the z79 (Acquisitions Order Index). Staff have found that, following this procedure, the Order index is unusually slow (3-6 seconds). And we have found that doing util a/17/3 to rebuild the z79\_id and z79\_id2 Oracle indexes improves performance significantly (now, 0-2 seconds).
- b. A customer found that z111 (ADM Keywords Index) searching was extremely slow.

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Rebuilding\\_z79\\_and\\_z111\\_Oracle\\_indexes\\_to\\_improve\\_performance](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Rebuilding_z79_and_z111_Oracle_indexes_to_improve_performance)

## 2. Multiple z07a records for single bib update

We are finding cases where a single update to a bib record (loaded, for instance, by manage-18) generates four, or even eight, z07a records (for word and z0102 indexing), and these records have the highest priority year ("1990"), which is equal in priority to GUI-cataloged records. Thus, they are preventing GUI-cataloged records from being word-indexed in a timely fashion.

*Case 1:* After a set of 120,000 bib records was loaded five days ago ...

1. ue\_01 has been processing the set continuously -- and filling up our archive logs;
2. a grep on record number shows that the same records being processed over and over: grep XXX01.003808388 retrieves four entries from run\_e\_01\_word.nnnnn and four from run\_e\_z0102.nnnnn.

*Case 2:* With these entries in aleph\_start:... For those 5k input records, 18,664 z07a's were generated, most with the year 1990.

### *Cause/Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/ue\\_01\\_continuously\\_processing\\_same\\_records\\_-\\_huge\\_archive\\_redo\\_logs](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/ue_01_continuously_processing_same_records_-_huge_archive_redo_logs)

### 3. Duplicate cash transactions

In certain cases duplicate cash transactions appear on the patron's card.

*Cause:*

Uncertain, but seems to be connected to the Renew All function, that is, cases where the patron or operator clicks "Renew All" a second time before a first click has been completely processed.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Duplicate\\_cash\\_transactions](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Duplicate_cash_transactions)

### 4. Our /exlibris file system keeps filling up. How can we tell what's causing this?

Our /exlibris filesystem keeps filling up (as seen in "df -h /exlibris"). How can we tell what is causing this?

Note: If the ./oradata/alephnn/arch directory is part of a filesystem other than /exlibris, it may be that other filesystem which is filling up.

• *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Our\\_exlibris\\_file\\_system\\_keeps\\_filling\\_up.\\_How\\_can\\_we\\_tell\\_what's\\_causing\\_this%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Our_exlibris_file_system_keeps_filling_up._How_can_we_tell_what's_causing_this%3F)

## 5. cir-78 doesn't delete the z309 records it should



After running cir-78 to delete z309 records older than yyyyymmdd, you find that many records which should have been deleted have not been.

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/cir-78\\_doesn't\\_delete\\_the\\_z309\\_records\\_it\\_should](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/cir-78_doesn't_delete_the_z309_records_it_should)

## 6. manage-62: Unable to change sublibrary/collection in items

### *Description:*

Changes to item record collections, sublibraries, and call numbers via manage-62 ("Update Item Records") don't work.

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/manage-62%3A\\_\\_Unable\\_to\\_change\\_sublibrary%2F%2Fcollection\\_in\\_items](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/manage-62%3A__Unable_to_change_sublibrary%2F%2Fcollection_in_items)

## 7. DOS Attack on www\_server from multiple IP addresses

Our system is very slow and OPAC users are seeing the message:  
 "The requested file was not found on the server. Please contact the library administration and inform them about this problem "  
 The following message is appearing in the www\_server log:  
 "Error: License limit exceeded", and we see the following  
 "HeyAlephIgnoreThis" search coming from all kinds of IP addresses:

```
request: "/F/?func=find-  
d&local_base=XXX01PUB&find_code=ISBN&HeyAlephIgnoreThis01=97804154  
286668&request=9780415428668&adjacent1=N&find_code=WRD&HeyAlephIgno  
reThis02=&request=&adjacent2=N&find_code=WRD&HeyAlephIgnoreThis03=  
&request=&adjacent3=N&filter_code_1=WLN&filter_code_2=WYR&filter_c  
ode_3=WYR&filter_code_4=WTP&filter_code_5=WSC&filter_request_2=&fi  
lter_request_3=&filter_request_5=&filter_request_4=BK&filter_reque  
st_1="
```

How can we stop this?

### *Resolution:*

- [https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Attack\\_on\\_www\\_server\\_from\\_multiple\\_IP\\_addresses](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Attack_on_www_server_from_multiple_IP_addresses)

## 8. Change of 852 \$\$b sublibrary results in change to circ policy for connected items

Change of the HOL 852 \$\$b sublibrary results in a change to the z30\_sub\_library, which, in turn, can change the circ policy for these connected items. Is there any warning to the cataloger about this?

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Change\\_of\\_852\\_%24%24b\\_sublibrary\\_results\\_in\\_change\\_to\\_circ\\_policy\\_for\\_connected\\_items](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Change_of_852_%24%24b_sublibrary_results_in_change_to_circ_policy_for_connected_items)

## 9. How to tell if Oracle indexes for a particular library are present & VALID

Aside from doing util a/17/14 for each Oracle table, how can one tell if the Oracle tables and indexes for a particular library are present and VALID?

*Resolution:*

[https://knowledge.exlibrisgroup.com/?title=Aleph/Knowledge\\_Articles/How\\_to\\_tell\\_if\\_Oracle\\_indexes\\_for\\_a\\_particular\\_library\\_are\\_present\\_%26\\_VALID](https://knowledge.exlibrisgroup.com/?title=Aleph/Knowledge_Articles/How_to_tell_if_Oracle_indexes_for_a_particular_library_are_present_%26_VALID)

## 10. Does Aleph have a limit on the number of loans that show on the item record?

Does Aleph have a limit on the number of loans that show on the item record?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Does\\_Aleph\\_have\\_a\\_limit\\_on\\_the\\_number\\_of\\_loans\\_that\\_show\\_on\\_the\\_item\\_record%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Does_Aleph_have_a_limit_on_the_number_of_loans_that_show_on_the_item_record%3F)



## 11. SQL to locate BIB/HOL recs without items; BIBs without ADM; etc.

Is there a way to generate a list of BIB records without holdings and/or holdings without items? Etc.

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/SQL\\_to\\_locate\\_BIBHOL\\_rec\\_without\\_items%3B\\_BIBs\\_without\\_ADM%3B\\_etc.\\_\\*MASTER\\_RECORD\\*](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/SQL_to_locate_BIBHOL_rec_without_items%3B_BIBs_without_ADM%3B_etc._*MASTER_RECORD*)

## 12. How to find Course doc records which have no items linked to them

How can we locate yyy30 Course doc records which don't have any yyy50 item records linked to them?

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/How\\_to\\_find\\_Course\\_doc\\_records\\_which\\_have\\_no\\_items\\_linked\\_to\\_them](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/How_to_find_Course_doc_records_which_have_no_items_linked_to_them)

### 13. Failed to read reply" in GUI \*\*MASTER RECORD\*\*

The message "Failed to read reply", "Communication error - Global-7" occurs in the GUI, appearing in the middle of the screen.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Failed\\_to\\_read\\_reply%22\\_in\\_GUI\\_\\*\\*MASTER\\_RECORD\\*\\*](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Failed_to_read_reply%22_in_GUI_**MASTER_RECORD**)

### 14. SQL for OPAC statistics (using z69 OPAC-event table)

How can we get a report of the number of Aleph OPAC searches and search types per college for the fiscal year? (We're a consortium.) The "[Canned Aleph OPAC statistics reports](#)" article has some interesting suggestions, but we just need something basic.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/SQL\\_for\\_OPAC\\_statistics\\_\(using\\_z69\\_OPAC-event\\_table\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/SQL_for_OPAC_statistics_(using_z69_OPAC-event_table))

## 15. What ports need to be open on an Aleph server?

We want to configure our server firewall to limit access. What ports need to be open, and to who?

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/What\\_ports\\_need\\_to\\_be\\_open\\_on\\_an\\_Aleph\\_server%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/What_ports_need_to_be_open_on_an_Aleph_server%3F)

## 16. Allowing renewal of requested "like items"

In our Aleph setup if there are multiple "like items" attached to a record, all on loan, and one of those "like items" has a hold placed against it (we don't use title-level holds, so at the point of the reservation being placed the user has to chose a specific item) - none of the other "like items" on loan are available for renewal.

The way we *\*want\** it to work: If there are multiple "like items" attached to a record, all on loan, and one of those "like items" has a hold placed against it, the other "like items" on loan will be available for renewal.

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Allowing\\_renewal\\_of\\_requested\\_%22like\\_items%22](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Allowing_renewal_of_requested_%22like_items%22)

## 17. In-house use registered as z35 type 50 (simple loan) -- rather than type 80



When we use the GUI Circ In-house Use utility to register an in-house use and then look at the GUI Circulation Summary -- History Summary, we see that it has been counted as a "Simple Loan" rather than an "In House Use".

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/In-house\\_use\\_registered\\_as\\_z35\\_type\\_50\\_\(simple\\_loan\)\\_--\\_rather\\_than\\_type\\_80](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/In-house_use_registered_as_z35_type_50_(simple_loan)_--_rather_than_type_80)

## Q & A

# Any Questions?



## Contact

- [jerry.specht@exlibrisgroup.com](mailto:jerry.specht@exlibrisgroup.com)
- phone: 847-227-4876



## Session Survey Evaluation

Please use the following link  
<https://www.surveymonkey.com/r/techsem2017> to provide feedback on your sessions.

