



Voyager
Troubleshooting

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ExLibris
a ProQuest Company

Introductions

- Brett Pinkepank—Voyager Technical Support Analyst

Objectives and Target Audience

- Session Objective(s)
 - By the end of this sessions you will know, understand and/or be able to:
 - Describe the modular structure of the Voyager server
 - Localize problems to specific components/connections
 - Perform common maintenance/troubleshooting tasks
 - Resolve common issues
- Session Target Audience:
 - Staff responsible for maintaining the Voyager server
 - Systems Librarians

Agenda

- 1) Voyager Structure and Connection Flow
- 2) Troubleshooting the Voyager Connection Flow
- 3) Voyager Maintenance Basics
- 4) ODBC
- 5) Current Issues

Voyager Structure and Connection Flow

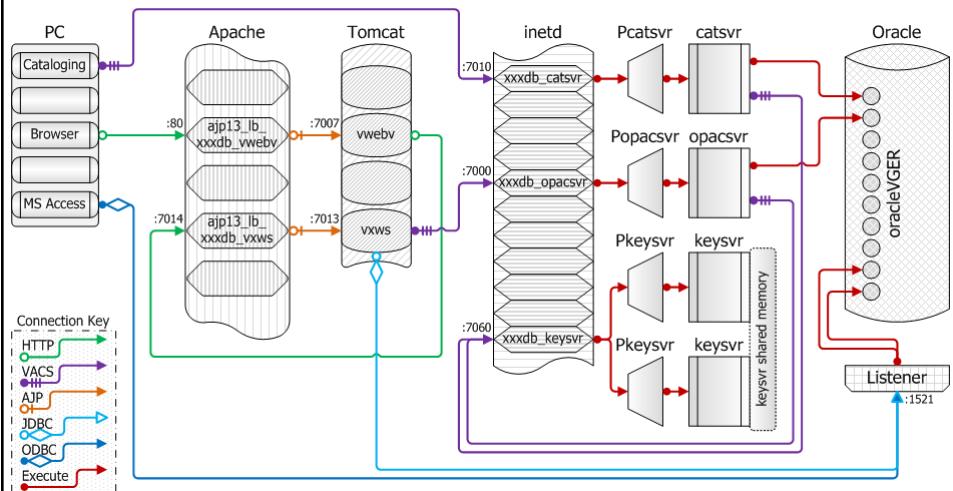


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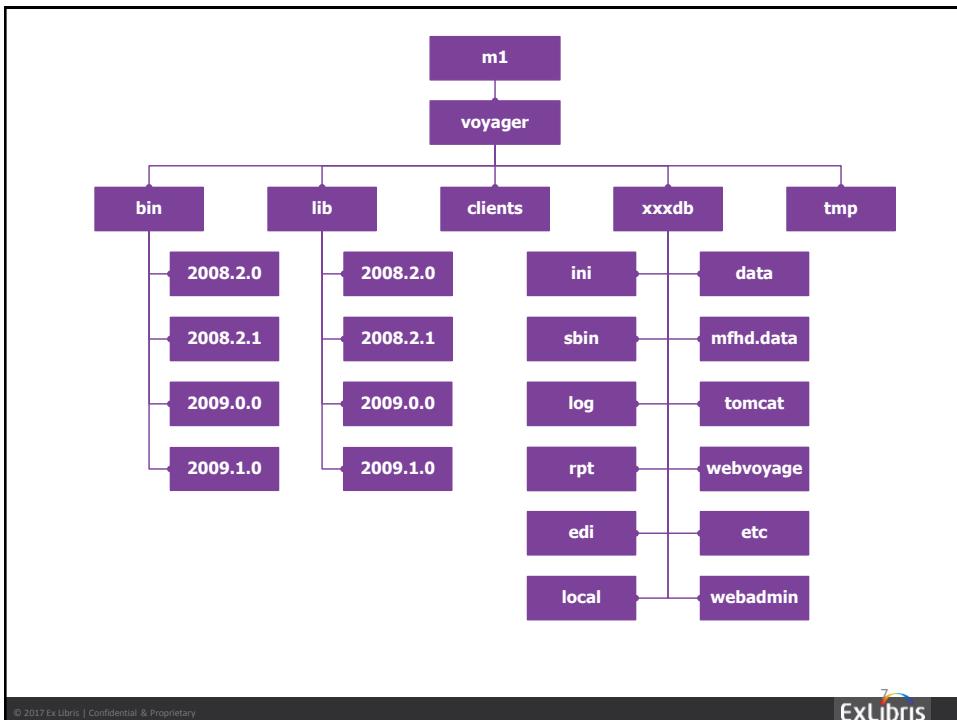
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VOYAGER CONNECTION FLOW



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Shared Voyager Directories

- `/m1/` Voyager disk mount
- `/m1/voyager/` Voyager installation
- `/m1/voyager/bin/` Binary files
- `/m1/voyager/lib/` Code libraries
- `/m1/voyager/clients/` PC client installers
- `/m1/voyager/utility/` Regen packages
- `/m1/shared/` Third-party software
- `/m1/utility/` Other utility scripts
- `/m1/incoming/` Download area

Voyager Instance Directories

- /m1/voyager/xxxdb/ Single instance
 • ini/ Configuration files
 • sbin/ Scripts
 • log/ Log files
 • data/ Bib keyword index
 • mfhd.data/ MFHD keyword index
 • tomcat/ Tomcat OPAC, etc

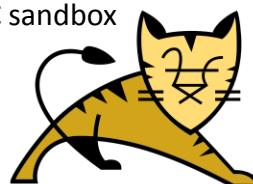


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Tomcat Directories

- /m1/voyager/xxxdb/tomcat/
 - **vwebv/** OPAC front end
 - **vxws/** APIs / OPAC back end
 - vpds/ PDS integration
 - PSR/ Patron Self Registration
 - smsproxy/ Proxy for SMS text notices
 - vprimo/ Primo OvL OPAC
 - vprimo01/ Primo OvL OPAC sandbox



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Troubleshooting Voyager Connections and Components

Troubleshooting Steps and Tools

- Test Connection
 - Clients
 - telnet
- Test Function
 - Clients
 - Test Queries
- Test I/O
 - VACSDebug
 - Logs

Key Voyager Logs

Main Voyager log

- /m1/voyager/xxxdb/log/log.voyager

Apache Error and Access Logs

- /m1/shared/apache2/logs/xxxdb/<apache logs>

Tomcat Logs(VWEBV & VXWS)

- /m1/voyager/xxxdb/tomcat/logs/catalina.out

Voyager Maintenance Basics



Voyager Maintenance Basics

- 1) Uptime
- 2) Disk Space
- 3) Regens
- 4) Tablespace
- 5) Log Rotation

Uptime

Server

7 Days

Application

24 hours

This is an application requirement not an OS requirement.

Disk Space

- Goal /m1 usage = 50-75%
- Avoid saving data to root partition
- Automate log rotation
- Watch for retention of Load/Export files.
- See article on clearing disk space

Regens

- Keyword v. Full Regens
- Static v. Dynamic Keyword files
- Keyword Regen Required:
 - (Dynamic File) > (Largest Static)/2
 - Following NOKEY bulk import
 - Keyword Index Corruptions suspected
- UTIL for Keyword Regens

Tablespace

- Voyager tablespace consists of datafiles
- Each data-file typically holds 4GB
- Errors in log.voyager, and alert_VGER.log
- Unable to write
- UTIL for tablespace

Log Rotation

- Affects disk space and usability
- log.voyager will cause errors if > 4GB
- 14 days of logs recommended
- Logrotate
- /rpt directory logs and delete files

ODBC

- Old manual and package has been retired
- Use the KCS article and new package.
- Only use 10g Client
- Remove old/failed Oracle Client installs
- Let support know the step that failed

Current Issues



Current Issues

- Field Order Configuration
 - RemoteAddressValve Configuration
- Office 365 deployment
- Windows 10
- RedHat 5 Support

Next Steps and Support Resources

- Include documentation links relative to the topic:
 - knowledge.exlibrisgroup.com/Voyager/Knowledge_Articles/Installation_and_Configuration_of_ODBC_for_Voyager
 - knowledge.exlibrisgroup.com/Voyager/Knowledge_Articles/Which_files_be_safely_removed_on_the_Voyager_server_to_clear_disk_space%3F
- Additional support resources within the ExLibris Ecosystem:
 - [Idea Exchange](#)
 - System Status Pages: [Single Tenant ENV](#) / [Multi-Tenant ENV](#)
 - [Developer Network](#)
- [Technical Seminar Presentations](#)
(located in the Cross-Product section of the CKC)

Session Survey Evaluation



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