We use Springshare LibGuides and sometimes the OPAC becomes unresponsive

- **Product**: Voyager

**Problem Symptoms**

- OPAC/Webvoyage and/or other modules become slow, unresponsive, or unavailable at times
- Many HTTP HEAD requests from the IP addresses, 174.132.16.36 and/or 174.132.33.114, logged in the Apache access log (/m1/shared/apache2/logs/xxxdb/access.log)

**Cause**

The link checker software run by LibGuides can overwhelm a Voyager server by making too many concurrent requests. Each request spawns a new OPAC session. Eventually, the number of sessions reaches the Voyager license limit and further connections are blocked.

**Resolution**

Ex Libris is working with Springshare to improve the behavior of their link checking software.

To prevent the spider software from indexing your library, perform one of the following options:

1. Submit a request to LibGuides to remove your links from its link checker
2. Block the spider's IP address (174.132.16.36) at your firewall

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