Aleph Down-System Troubleshooting
Jerry Specht, Dec. 9, 2014

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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.nnnn: 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 yyyy/mm/dd” (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" (as 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 overdues 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.