Questions & Answers
Faced by Systems Librarians
On a daily basis!

Categories:
Early in the Morning
Data Does It
All in a Day’s Work
Queued Up
Tools of the Trade

Final Jeopardy Category:
At Your Fingertips

Bonus Tip

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Early in the Morning

Q: A staff member reports that the client (GUI) software is down. It keeps saying, “Fail to connect to host”. What is the first thing you do?

A: Check to see if the PC server is running.

Q: How do you check to see if the PC server is running?

A: Util / W / 1

Q: You cannot access either the Web OPAC or the Web Services menu. Your network connection and machine are fine; the problem is with Aleph. What is the problem?

A: The web (apache) server is down.

Q: How can you get the web (apache) server started?

A: Contact ITEC (SUNY’s Information Technology Exchange Center)

Q: Where can you find information on how to report SUNYConnect server/network problems?

A: The SUNY Aleph 500 Portal, link to SUNYConnect Service Communication.

Portal: http://www.sunyconnect.suny.edu/aleph
Q: Reported to you: “I can’t find all the books I just cataloged in the OPAC. The title search isn’t working, but I can find them by the OCLC number.” What is the problem?

A: The background indexing jobs are not running.

Q: Where can you find information about background indexing jobs – including symptoms of problems and how to fix them?

A: The SUNY Oswego - ExLibris / Aleph500 Resources web page under “Oswego Cluster Policies” – Background Indexing Jobs

Q: What are 2 ways to verify that the background indexes are running?

A: Util C / 1, and view the z07 table with Util F / 4.

Q: Reported to you: “The title field of this record is all wrong. The information must have migrated incorrectly!” The record is for a book published in 1960. Where do you look to answer this question?

A: MultiLIS.
   (The data was likely wrong before it was migrated to Aleph.)
   Post-MultiLIS, check the 005 field, and in the Cataloging mode, Edit / view record’s catalogers

Q: Reported to you: “This item is not linked in Aleph. The item information was lost in the conversion!” Where can you look in the Aleph bib record to see if this is correct?

A: The 945 field.
   (This lists the contents of the MultiLIS item record.)
**All in a Day’s Work**

**Q:** The client software (GUI) keeps generating error messages and crashing. Where do you look to see what is causing the problem?

**A:** PC server log file

**Q:** What is the ‘Generic Server’ under Util W?

**A:** The OCLC server

**Q:** In what directory are the log files for the pc server, the oclc server and the web?

**A:** $LOGDIR

pc_server_####.log, oclc_server_####.log, and www_server_####.log are the current log files; #### represents the port number.

*server.####.xxxx.yyyy – xxxx = start time & yyyy = end time

**Q:** You make changes in Aleph tables (xxxnn/tab). What do you need to do to see these changes in the client (GUI)?

**A:** Stop/restart PC server, and close/reopen the client.

**Q:** You make changes in web pages (wa, wb, wr). What do you need to do to see some of these changes?

**A:** Stop/restart the WWW server and reload the web page(s).

    Restart the WWW servers with Util W / 3 / 2
**Queued Up**

**Q:** In what directory are the log files for Web Services jobs?

**A:** $alephe_scratch

**Q:** Reported to you: “The Web Services report I always run isn’t working.” What do you do first?

**A:** Check to see if the batch queue for that library is running.

**Q:** How can you see if the batch queue is running?

**A:** Util C / 1 -- or via the GUI / Task Manager / Batch Queue / Get Batch Queue, message on top of window.

**Q:** How can you tell if files are waiting to be run in the batch queue?

**A:** Util C / 7

**Q:** In Util C / 1 you see two entries for the batch queue. Why?

**A:** Due to multi-campus setup.
One entry is for /dev, the other for /prod.
Tools of the Trade

Q: What can you do with Util F / 4?
   A: View almost any Oracle table
      (Be sure you are in the correct library – 01, 50, etc.)

Q: Where can you find a list of Oracle tables?
   A: Systems Librarian Notebook, Tab 6 - Znn

Q: How can you test whether an overdue fine is being calculated correctly – without actually checking out an item?
   A: Util / F / 10 in xxx50
      (Take a look at all the procedures available under Util F)

Q: There is a job in the job_list that will run via the job daemon later tonight. You want to run a job right now. How can you do that using the job daemon?
   A: Change the time in the job_list to 5 minutes from now, then kill/activate the job daemon.
      (After the job runs, remember to re-edit the job_list and kill/activate the job daemon.)

Q: Aleph was down from midnight to 8:00am. Jobs in the job daemon that were set to run at 6:00am did not run. Why not?
   A: The job daemon releases jobs only at the time specified. If the system is not running at a given time, the job(s) will not be run.
**Final Jeopardy**

**Category:** At Your Fingertips

**Q:** What can you use to find questions or problems submitted by other Aleph users – along with answers to those questions?

**A:** WebPRB
http://support.exlibris-usa.com:4505/D

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**Bonus Tip for the Day:**

Every once in a while, copy the Aleph directories you use most to a CD-ROM. For example, OSW copied Aleph tables/files:

- before moving from Patch 2 to Patch 4, and
- before applying a large set of new changes to /prod

OSW usually copies all files in the following directories:

- alep (the root directory)
- alep/tab
- alep/www_a/b/r/s_eng
- alep/error_eng
- xxxnn/tab
- xxxnn/pc_tab/catalog

The files are surprisingly small. You will be able to copy several sets of files onto 1 CD.
### Systems Librarian Jeopardy!

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