

Systems Librarian Jeopardy!



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

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Final Jeopardy Category:
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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>

Data Does It

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>

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:

alephe (the root directory)
alephe/tab
alephe/www_a/b/r/s_eng
alephe/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.

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|-----------------------------|---------------------|----------------------------|------------------|---------------------------|
| <u>\$100</u> | <u>\$100</u> | <u>\$100</u> | <u>\$100</u> | <u>\$100</u> |
| <u>\$200</u> | <u>\$200</u> | <u>\$200</u> | <u>\$200</u> | <u>\$200</u> |
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| <u>\$400</u> | <u>\$400</u> | <u>\$400</u> | <u>\$400</u> | <u>\$400</u> |
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