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## Slow and non responsive OPAC due to unavailable Syndetics service

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
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### Problem Symptoms:

- \* Browser error message when accessing holdings from the full display
- \* After clicking on link 'Find it here' the correct holdings page information is displayed

### Cause:

Syndetics service (<http://lib.syndetics.com>) is down

### Resolution:

A) If you have Aleph 20 lower than Service Pack 20.2.6. and the Syndetics service is not available do the following

#### Solution 1)

- \* Comment out the line referring to Syndetics in \$alephe\_root/www\_server.conf:  
# setenv syndetics\_client\_code
- \* Restart the Web server (util w/3/3)
- \* Revert the change when the Syndetics service is available again

#### Solution 2)

- \* Comment out the line referring to the Syndetics icon in \$data\_tab/edit\_doc\_999.lng of your BIB library

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- \* Revert the change when the Syndetics service is available again

B) If you have Aleph 20 Service Pack 20.2.6 (or higher) you are not affected

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## Additional Information

Aleph 20 rep\_change 3658 is addressing this situation:

Description: When there is no connection to the Syndetics server, the Web OPAC times out for customers who use Syndetics and try to open a record's Full View page. This has been corrected. The timeout for the Syndetics server has been shortened to five seconds instead of three minutes.

Is the Syndetics service available?

Check whether page <http://lib.syndetics.com> can be displayed

**Category:** Web OPAC (500)

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