
Opac not accessible, error 'License limit exceeded'

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
-

Problem Symptoms:

- OPAC is not accessible, error 'License limit exceeded'
- clear_vir01 (util x/8) did succeed freeing licenses

Cause:

Numerous requests from one specific IP address using up licenses

Resolution:

Analyzing the \$LOGDIR/www_server_nnnn.log.ddmm.hhmm showed thousands of request from one specific IP address.

Example

```
2012-12-11 17:45:55 38 [000] [vrb] server_main: OUT 0.0115 18003
2012-12-11 17:45:55 42 [000] [vrb] IN 20121211 174555
ip address: 123.456.789.123 780
request: "/F?"
```

In such cases you can block the specific address from accessing your server either via your firewall or the Aleph server_ip_allowed...

1. Define the following line \$alephe_tab/server_ip_allowed to deny access to your OPAC

```
!-!-!!!!!!>
```

```
W D 123.456.789.123
```

2. Restart the WWW Server (util w/1)

For other causes of this error message, see the article [License limit exceeded or System is overloaded **MASTER RECORD**](#) .

Additional Information

Note 1.

How to identify the problematic IP address:

1. Searched for the term 'License limit exceeded' in log file
2. Identify the IP address
3. Count the occurrences in the log file

Example

```
aleph@server>grep -c 'ip address: 123.456.789.123' www_server_4991.log.1112.1803
21398
```

Note 2. Explanation from Header of file \$alephe_tab/server_ip_allowed

```
! COL 1. 1; ALPHA{W,P,N}, UPPER; ;
! Server type;
! Server type:
! W = WWW web server
! X = X-Server (part of WWW web server services)
! P = PC server
! N = NCIP server;
! COL 2. 1; ALPHA{A,D}, UPPER; ;
! Access permission;
! Access permission:
! A - Allowed
! D - Denied;
! COL 3. 15; TEXT; ;
! Ip address;
! IP address;
```

Category: Web OPAC (500)

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