

ue processes not shutting down

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

aleph_shutdown produces an error message that certain ue processes could not be shut down. Those processes then remain for ten minutes or longer.

Cause:

Uncertain.

Resolution:

None yet.

Additional Information

Suggested diagnosis:

* Is there consistency in *which* ue processes are not shutting down?

Do the following for the processes which aleph_shutdown is not shutting down: With the system up, go to the utility menu and use the utility to stop the process. Note whether the process stops; note any messages; pass this information to Ex Libris Support.

* Try restarting Oracle, to see if this makes a difference in whether the processes are stopped (by a subsequent aleph_shutdown).

- **Article last edited:** 2/4/2014