

Oracle error: handle_connection ORA-01033: ORACLE Initialization Or Shutdown

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

• In Web OPAC a blank page appears

• GUI Clients cannot connect to the server

• /exlibris/aleph/ann_n/log/www_server.log and pc_server.log contain the message: Oracle error: handle_connection ORA-01033: ORACLE initialization or shutdown in progress

Cause:

Oracle was not completely shut down, or was not properly started up

Resolution:

1. dlib to XXX01
 2. Run util o/1/2 to restart Oracle
 3. Run util o/1/3 to confirm that Oracle is running
 4. Run util w/3/1 to restart www_server
 5. Run util w/3/3 to restart pc_server
 6. Verify that no further instances of the ORA-01033 error appear in the www_server.log and pc_server.log
 7. Confirm that the OPAC is accessible
 8. Confirm that the GUI Clients are able to connect to the server
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