
Run BulkImport in WebAdmin and nothing happens

Product: Voyager

- **Product Version:** All
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Problem Symptoms

- Run BulkImport through WebAdmin
- No e-mails received indicating job progress
- No BulkImport log files created

Cause

This may occur if a wa-task.file gets stuck and prevents any other wa-task files from completing (See [Basic steps in the Voyager WebAdmin operation flow](#) to learn more about wa-task files).

Resolution

SSH to the server and login as the "voyager" user.

Remove wa-task files from /m1/voyager/tmp and restart WebAdmin.

1. On the server, navigate to /m1/voyager/tmp
2. Remove all wa-task files from tmp directory:
[VGER] voyager@xxxx : tmp/ \$ rm wa-task*
3. cd ../xxxdb/sbin (where xxxdb represents your database name)
4. Pwebadmind restart (or wait until after the next server reboot)

OR

If /m1/voyager/tmp has accumulated a large number of files, you can move the /tmp directory off and start fresh.

1. cd /m1/voyager
2. mv tmp tmp.<date>
3. mkdir tmp
4. chmod 777 tmp
5. cd xxxdb/sbin (where xxxdb represents your database name)
6. Pwebadmind restart (or wait until after the next server reboot)

Additional Information

The WebAdmin back end only runs a single task at a time. If the current job gets interrupted for any reason, the job's wa-task* file is not deleted, and when WebAdmin scans for the next task to run, it will find that task. This can result in a "loop"

and prevent succeeding WebAdmin jobs from running. The solution is to identify the job, remove its wa-task* file from the queue directory. and then kill the job.

See also: [Run Marc Record Bulk Export in WebAdmin and nothing happens](#)

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