
OvP - Delete hold request not working

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 21

Problem Symptoms:

- * Deleting hold requests in Primo (via OvP) is not working. There is no response from Aleph.
- * Other OvP-APIs are working fine.

Cause:

HTTP method DELETE is blocked by firewall setting.

Resolution:

Local system administrator should allow calls with HTTP method DELETE from Primo server to Aleph's JBOSS server.

Additional Information

Test to verify the problem cause: Two scripts have been created on Aleph server: testserver-a21(1) >>cat gettest.sh curl -X GET -D - -H "Content-Type: text/xml; charset=utf-8" \ -H "Cache-Control: no-cache" \ -H "Pragma: no-cache" \ "<http://testserver.domain.com:1891/re...84230000100001>" testserver-a21(1) >>cat deletetest.sh curl -X DELETE -D - -H "Content-Type: text/xml; charset=utf-8" \ -H "Cache-Control: no-cache" \ -H "Pragma: no-cache" \ "<http://testserver.domain.com:1891/re...84230000100001>" Calling up both scripts are working fine: testserver-a21(1) >>csh -f gettest.sh [...] testserver-a21(1) >>csh -f deletetest.sh HTTP/1.1 200 OK Server: Apache-Coyote/1.1 X-Powered-By: Servlet 2.5; JBoss-5.0/JBossWeb-2.1 Content-Type: application/xml Transfer-Encoding: chunked Date: Fri, 18 Jul 2014 13:40:19 GMT ok0000Action Succeeded testserver-a21(1) >> -> So deleting holds works perfect when called up from Aleph server directly. That means that there is no problem on Aleph side. Then exactly the same tests was done from Primo server. Only the script gettest.sh gave a response. Calling up "csh -f deletetest.sh" caused a network timeout as method DELETE was blocked.

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