
Upgrade Express: Export Customer Data: snapshot too old: rollback Z98...

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Description:

The `./upgrade_express_1901_2001/logs/log.20100224.170903/create_customer_data.log` has the following error:

```
.. exporting table Z98
EXP-00056: ORACLE error 1555 encountered
ORA-01555: snapshot too old: rollback segment number 10 with name "_SYSSMU10$" too small
```

There is no "rows exported" number next to the "Z98" (indicating that it was not exported).

Resolution:

z98 is a Word table. It seems the error is occurring because updates are being made to the z98 while the export is occurring. The only process which updates the z98 is `ue_01`.

I suggest that you stop `ue_01` while the Export Customer Data step is running and rerun this step. Note: to rerun it, you may need to remove the following line from the `./data/a17_7_step_list` file:

```
create_cust_data
```

After doing this, you will notice that there are no longer plus-signs next to the "2. Export Customer Data" step.

If you see the z98 problem even with `ue_01` stopped, there are two choices:

1. make the sort of changes described in KB 8192-2519 or
 2. ignore the error and run `p_manage_01` to rebuild the Word indexes on version 20 after the other upgrade steps are done.
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