
SFX A-Z List is Down

- **Article Type:** General
 - **Product:** SFX
 - **Product Version:** 4
-

Description:

We can't access the AZ List/Find e-journal screen from SFX. The following message appears:

Proxy Error

The proxy server received an invalid response from an upstream server.

The proxy server could not handle the request GET /sfxlcl41/az.

Reason: Error reading from remote server

Apache/2.2.13 (Unix) Server at sfx.university.edu Port 3410

When we try to run the server admin utility on the server, we get the following error:

```
ERROR: Cannot close file '/exlibris/sfx_ver/sfx4_1/sfxlcl41/logs/server_admin_util.log'. at /exlibris/sfx_ver/sfx4_1/sfxlcl41/lib/Output/Command.pm line 155, <STDIN> line 3.
```

Resolution:

The server is out of disk space:

```
>> df -kh
```

```
Filesystem Size Used Avail Use% Mounted on
/dev/sda1 20G 3.8G 15G 21% /
/dev/sda3 114G 110G 0 100% /exlibris
/dev/sda2 114G 188M 108G 1% /Backup
tmpfs 7.9G 0 7.9G 0% /dev/shm
```

Until disk space is cleared, you may not be able to activate the server admin util.

Please start by manually emptying or cleaning up the /exlibris/sfx_ver/sfx4_1/tmp directory. This is where the revision update files are stored upon download. Old files can be safely deleted.

If this is sufficient to run the server admin util, then immediately run Clear SFX_REQUEST table (via server_admin_util, option 5 Statistics > 6 Clear SFX_REQUEST table). It is recommended that this table be cleared nightly. This can be done via cron job. Details can be found in the SFX System Administration Guide. Search for "Schedule Clearing of SFX_REQUEST Table".

You may encounter additional errors, such as:

```
DBD::mysql::st execute failed: Incorrect key file for table 'SFX_REQUEST'; try to repair it at /exlibris/sfx_ver/sfx4_1/sfxlcl41/lib/IOL/SingleQuery.pm line 36, <STDIN> line 1.
```

```
DBD::mysql::st execute failed: Incorrect key file for table 'SFX_REQUEST'; try to repair it at /exlibris/sfx_ver/sfx4_1/sfxlcl41/
```

lib/IOL/[Base.pm](#) line 133, <STDIN> line 1.

Use of uninitialized value in int at /exlibris/sfx_ver/sfx4_1/sfxlcl41/admin/database/clear_sfx_[requests.pl](#) line 36, <STDIN> line 1.

0 records removed.

You can try to fix this by running the server admin util repair function (options 4 Database Maintenance > 3 Repair MySQL tables) or contact Support for assistance.

Once the immediate problems are resolved, the server should be reviewed for other directories and content that can be deleted. Recommendations can be found in the SFX System Administration Guide, Appendix C, Maintenance Task Checklist.

-
- **Article last edited:** 10/8/2013