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## Remote File Error (Error-93): Unable to open/locate local file"

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 16.02
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### Description:

In Cataloging, I run a number of p-ret-01 and then p-manage-21 on Day 1. On Day 2, I go to history and I see the processes from the day before. I highlight one (usually the p-manage-21), click open, and receive the notice "Unable to open/locate local file". If I THEN click on another line and open it, it opens. THEN if I go back to the original one I attempted to open, it opens.

Is the history file cleaned out somehow? If so, when? If so, where can this be controlled? Why do I receive the message that I receive?

Since this is something that is specifically related to each client, where in the client files do you determine how long history will remain in that client. Where can we find detailed documentation on Services management?

### Resolution:

When does this error occur?

1) The variables of Services that have been used in the GUI are stored on the client in ALEPHCOM/files/<library>/Services/History/ServicesHistory.xml (for example: <service><proc>p\_cir\_80</proc><title>Report of In Transit Items (cir-80) - TST50</title><xml\_filename>/tmp/utf\_files/exlibris/aleph/a18\_1/aleph/pc\_b\_eng/p-cir-80.xml</xml\_filename><html\_filename>/tmp/utf\_files/exlibris/aleph/a18\_1/aleph/pc\_b\_help\_eng/p-cir-80.html</html\_filename><date>20060809</date><time>1555</time><param>jcir80,,I,T,00</param></service>)

2) The form originally comes from the pc\_b\_eng (or pc\_b\_<lng>) directory of either \$aleph\_root (A tree) or \$alephe\_root (U tree), but once it is opened in the GUI, the "active" copy of the form is kept in \$aleph\_utf/utf\_files/exlibris/aleph/<version>/aleph/pc\_b\_eng (using the A tree example).

3) When you click on "History" in the GUI Services menu, the variables from the local client and the temporary form from the server are combined to create a "pre-completed" form which you can then submit.

4) If the utf\_files directory is being emptied every night (for example, using UTIL X / 7), then the temporary "active" form is not available to combine with the ServicesHistory.xml. This results in the error "Remote File Error (Error-93): Unable to open/locate local file".

5) Having received the error, if you then just open and then close the specific service (for example, cir-10) without using the History, you cause the temporary "active" copy of the form to again be placed in the utf\_files directory and "reactivate" your ability to use ALL the History available in ServicesHistory.xml for that specific service.

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