Failed to Read Reply"; "Memory allocation error"

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 17.01

Description:
We continue to receive a Failed to Read Reply message several times per day. When this happens we often see the following pc_server_log errors:

PROGRAM : pc_sear_c1005
Load error : file 'pc_sear_brief_load'
error code: 105, pc=0, call=454, seg=0
105 Memory allocation error
Load: /exlibris/aleph/u17_1/alephe/error_eng/pc_sear_c1005
Load: /exlibris/aleph/u17_1/alephe/tab/tab_base_count

I clicked again and things worked.

The following 2 errors occurred twice in the main pc_server log:

PROGRAM : pc_sear_c1011
Load error : file 'io_word3'
error code: 105, pc=0, call=560, seg=0
105 Memory allocation error

PROGRAM : pc_sear_c1011
Load error : file 'uncompress_data_ads'
error code: 105, pc=0, call=445, seg=0
105 Memory allocation error

One of the most troubling instances of this occurs often while trying to place a claim. Here's the scenario: I opened up a new claim for a Monograph. I entered my claim text and then clicked Update. I received the Failed to Read Reply message. When I clicked OK on the Failed to Ready Reply dialogue box, two claims were listed in the claim list -- one with my claim text and one with no text. Only one claim printed, but it was the second claim with no text. The order log correctly showed two claims generated, but only one printed. The PC-server log had the following error log:
SERVICE : C0163
MODULE : Common Services
DESCRIPTION : Get, Replay, Delete, New and Send Claim
ACTION : NEW
PROGRAM : pc_com_c0163

Load error : file 'tab_sub_library_address_get'
error code : 105, pc=0, call=378, seg=0

105 Memory allocation error

I also received a memory allocation error while trying to pull up an invoice in the acquisitions client.

Resolution:
This may be due to limitations on user process memory allocation.
On AIX these limitation defaults are defined in /etc/security/limits (whose access is limited to root user) and can be seen, at user level, with "ulimit -a".
Iowa finds that with these values they do not get the Memory Allocation error in version 17:
time(seconds) unlimited
file(blocks) unlimited
data(kbytes) 1048576
stack(kbytes) 1048576
memory(kbytes) 524288
coredump(blocks) 1
nofiles(descriptors) 2000

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