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## v4 Metalib Switch to production failed

- **Article Type:** General
  - **Product:** MetaLib
  - **Product Version:** 4
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### Description:

We attempted to switch our Metalib 4 to production yesterday and the process failed.

The failure occurred (I think) the second step of Step 2: Upgrade Express Conversion Steps for STP.

From the logs I get the following error:

Step begin 1000

```
DBI connect('janeway.services.brown.edu.meta4','METALIB_ADMIN',...) failed: ORA-12518: TNS:listener could not hand off client connection (DBD ERROR: OCIServerAttach) at ./sourc$
```

```
A_ERROR: couldn't connect to database
```

```
Start at : 2008-02-10 10:52
```

```
source = M31_ target = M43_
```

```
Step end 1000
```

So it appears there's something wrong with the Oracle Listener? What should I do now?

### Resolution:

If you also have an earlier release of Metalib on the same sever (e.g. v3.13) this may be confusing the Oracle listener.

In this case, try changing the sharing/dedicated parameter in some of the Oracle files. For example:

```
/exlibris/app/oracle/product/102/network/admin/tnsnames.ora:
```

```
(connect_data=(service_name=meta4.janeway.services.brown.edu)(server=DEDICATED)))
```

This should resolve the "listener could not hand off client connection".

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