
New records are not loading

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

[From an ASP site:] New records, whether created in OCLC and exported or created directly in the client, are not showing up in our database. Perhaps the server needs to be restarted?

Resolution:

The current abc01 \$data_scratch run_e_01.6445 log ends with:

```
Oracle error: io_z98_update  
ORA-03113: end-of-file on communication channel
```

```
Z98 WRITE ERROR -001001253357000000001
```

```
Oracle error: update_cursor z98  
ORA-03114: not connected to ORACLE
```

```
*****  
* No ORACLE connection - process is terminated... *  
*****
```

This was at 18:34 yesterday.

util c/1 showed that the subsidiary ue_01_z0102_index and ue_01_z0102_word processes were still running, but the main ue_01_a process was not.

I killed those two subsidiary processes and restarted ue_01; and find now that all of the 35 z07 (indexing request) records which were waiting in the queue have now been processed by ue_01. You should find that all of the records can now be retrieved.

As to the cause of the problem last night ... I find that ue_01 had been running more than three months (Sept. 3). I also find that the www_server, pc_server, and oclc_server had also not been restarted since Sept. 3.

In addition to restarting the ue_01, I restarted the other three.

I will consult with other staff here on what our policy should be in this regard and let you know.

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