
'System is overloaded' message, but active users not exceeding MAX-WEB-USERS

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 15.2
-

Description:

We are sporadically getting the message "System is overloaded" when trying to access our Web OPAC

Just to add some experiences we're having - I tried again, accessed the WOPAC with no problem, using both IE and Firefox. When I refreshed the page once, I got the catalog again, but when I refreshed the page again, I got the System Overloaded message. I repeated these steps several times - one refresh I got the catalog but on the second refresh I got the message. Our webmaster thinks it's related to a licensing issue, but why would this arise now? We've been using Aleph for 2 years and as far as I know, our licensing hasn't changed recently.

Our license MAX-WEB-USERS is 030.

Resolution:

You suggest that there are times where you get the "System is overloaded message" but the Active user count is less than 30. I believe that this can not happen and that when this message appears the number of active z63's is always at the limit.

The following SQL shows that there are 461,982 Z63 Session records:

```
SQL-VIR01> select count(*) from z63;  
**** Hit return to continue ****
```

```
COUNT(*)  
-----  
461982
```

This is a big number. It indicates that you are probably not running util a/11 (or clear_vir01) on any regular basis. You should be. But that is probably not connected to this problem.

The results of this query shows the most numerous ip-addresses:

```
SQL-VIR01> select Z63_CLIENT_ADDRESS, count(*) from z63 group by Z63_CLIENT_ADDRESS having count(*) > 1000;
```

```
Z63_CLIENT_ADDRESS COUNT(*)  
-----
```

```
65.55.208.143 /ms 1247  
65.55.208.144 /ms 1368  
65.55.208.145 /ms 1530  
65.55.208.146 /ms 1673
```

65.55.208.147 /ms 1355
65.55.208.148 /ms 2134
65.55.208.149 /ms 2974
65.55.208.154 /ms 2440
66.249.70.219 IMo 6046
66.249.72.203 IMo 13471 <---
66.249.72.8 IMozi 10785
66.249.73.104 IMo 5297
66.249.73.165 IMo 4958
66.249.73.242 IMo 2889
66.249.73.38 IMoz 7727

Following the procedure described in KB 8192-483, I did "tracert 66.249.72.203". This shows that 66.249.72.203 is:
["crawl.66.249.72.203.googlebot.com"](http://crawl.66.249.72.203.googlebot.com)

You need to do the anti-spider stuff under #5 at the end of KB 8192-481.

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