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## SFX\_REQUEST table error running monthly kbdb update

- **Article Type:** General
  - **Product:** SFX
  - **Product Version:** 3
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### Description:

When running a kbdb portion of the monthly update, I get the following error:

```
....  
mysqldump: Error 2020: Got packet bigger than 'max_allowed_packet' bytes when dumping table `SFX_REQUEST` at row:  
77456
```

Revision::DeployKBDB::deploy: Failed deployment for sfxlcl3

ERROR when trying: 'sh /exlibris/sfx\_ver/sfx\_version\_3/tmp/rev-up-downloads/sfx-kbdb-update-...run --'. Exiting.

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### Resolution:

What happened was most likely a result of an excessively large SFX\_REQUEST table – it occurred during the creation of a backup of the instance's database. Below are the instructions on how to resolve the problem - note that the example below is for the sfxlcl3 instance, but you can use them for any instance where the problem occurred.

1) log into mysql for sfxlcl3 :

```
mysql -sfxlcl3 -psfxlcl3 sfxlcl3
```

2) type:

```
DELETE from SFX_REQUEST where LENGTH(SERIALIZED) > X;
```

where X is the value shown for max\_allowed\_packet when you run: mysqldump --help

3) remove the lock file for sfxlcl3 that was created during the backup (example for 20050901 kbupdate):

```
rm -rf /exlibris/sfx_ver/sfx_version_3/tmp/.revision-lock-sfxlcl3-kbdb-20050901
```

4) restart the update using the standard ./rev-up command

We also suggest using server\_admin\_util to clean the SFX\_REQUEST table (option 5 "Statistics" -> option 6 – Clear SFX\_REQUEST )

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## Additional Information

SFX\_REQUEST,table,kbdb,update,error

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