
Communication error (global -7) Failed to read reply

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Description:

Problem Description: There is a 100 character limit on the path of the utf directory as defined in aleph_start.

Actual Results: One scenario that shows the results of exceeding this character limit: Every other time a list of loans is displayed for a patron an error message is displayed in the GUI. Communication error (Global -7) Failed to read reply is displayed in the GUI and the following is recorded in pc_server_46994.log:

Execution error : file '/exlibris/aleph/a20_3/aleph/exe/get_error_line_m.gnt'

error code: 114, pc=0, call=1, seg=0

114 Attempt to access item beyond bounds of memory (Signal 11)

Expected Results: No error message would be displayed in the GUI or recorded in pc_server_46994.log

Resolution:

Problem remains unresolved.

Workaround was to change aleph_start so this line:

```
setenv aleph_utf /exlibris/aleph/abc/u20_3
```

becomes

```
setenv aleph_utf /tmp/abc/u${ALEPH_VERSION}_$ALEPH_COPY
```

It is actually only shorter by 11 characters, but that seems to make all of the difference.

There will still be some problems - for example

item-global-dropdown-menus-a-ph101

is now OK

(101 characters when expanded to /tmp/abc/u20_3/utf_files/exlibris/aleph/abc/u20_3/alephe/www_f_eng/item-global-dropdown-menus-a-ph101) but

myshef-folder-list-left-body-no-folder

is not

(112 characters when expanded to /tmp/abc/u20_3/utf_files/exlibris/aleph/abc/u20_3/alephe/www_f_eng/myshef-folder-list-left-body-no-folder-ph101)

see also SKB 16384-28771

Additional Information

global -7 Failed to read reply aleph_utf

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