
Initial OPAC screen doesn't display; "network connection timeout"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

We did a database clone from the production machine to our test server last week and ran keyword indexing on Thursday.

The indexing finished last night. We are unable to bring up our OPAC on the test server, and any search in the GUI hangs.

(In the Web, we never get the initial OPAC screen. The "http" command times out.)

We see many messages like the following in the www_server log:

```
2008-12-11 16:10:04 75 [000] [vrb] check_timeout: reply timeout connection 0 status 4
2008-12-11 16:10:04 76 [000] [vrb] check_timeout: network connection timeout
```

Resolution:

This problem was caused by a missing z98_id Oracle index. This could be seen in util a/17/14 for z98.

This Oracle index is missing because the attempt to build it in p_manage_01 failed:

```
Tue Dec 9 22:39:14 EST 2008 Creating Index z98_id ...
Tue Dec 9 22:45:18 EST 2008 Error : Only 0 indexes out of 1 for table z98 were created
Tue Dec 9 22:45:18 EST 2008 Error : index list for index creation was 'z98_id'
Tue Dec 9 22:45:18 EST 2008 Error : Please check logs /exlibris/aleph/u18_1/abc01/scratch/create_ora_tables_z98_id*.log
```

And the abc01 \$data_scratch/create_ora_tables_z98_id.log shows:

```
CREATE UNIQUE INDEX ABC01.Z98_ID ON ABC01.Z98 (Z98_REC_KEY ASC)
ERROR at line 1:
ORA-01652: unable to extend temp segment by 64 in tablespace TEMP
```

This error message and its solution is described in KB 16384-11346.

Note: You might think that the effect of the missing z98_id Oracle index would be only to prevent successful keyword searching, but, since the initial OPAC screen at this site is the search screen and since the Word indexes are used in the "create_scope" step for the base, the attempt to create the scope / map for the base times out.

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