

## Intermittent error with pc\_servers

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

Since approximately 9/10/09 we have been experiencing random pc\_server failures on our production Aleph system. At random times during the day, we will receive calls stating the libraries can no longer login to any Aleph modules. When we attempt any type of command on the server we see the message: "[ld.so.1](#): rts32: fatal: /exlibris/aleph/a18\_1/aleph/exe/ rts32: mprotect failed: Resource temporarily unavailable Killed".

There are variations of the message but all usually begin with [ld.so.1](#):rts32: fatal. The problem can be remedied at that point in time by restarting the pc\_servers via the Util W menu. We don't have the problem everyday but on other days it happens a few times.

### Resolution:

It seems this problem is related to a difficult-to-diagnose memory leak. As a workaround, the site has added restarts of the pc\_server to their job\_list on the following schedule:

9 am  
11 am  
1 pm  
3 pm  
5 pm  
7 pm  
9 pm  
midnight

There've been a couple times that the site has had to manually restart the servers despite these auto-restarts but, generally, it's working ok.

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