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## Preventing "System is overloaded. Try later." message in WEB OPAC

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

[From an ASP site:]

Our ALEPH WEB OPAC is displaying the message "System is overloaded. Try later." during peak hours. The reason for displaying this message is that all licenses are in use and no new WEB server sessions can be open.

To prevent this from happening I wish to request a change in `www_server_timeout` as shown in the attached document.

I just searched the KB items for this system overloaded message and I found that it could be related to VIR01 problems. There are several KB records for this same problem and most of them request customers to run clear VIR01 procedure (utility/11).

So, can you please clarify if our hosted server has a scheduled task to clear VIR01 daily? If not, can you please arrange to schedule this procedure in the ALEPH cronjob table?

I also saw a recent KB item related to Googlebot (16384-3937). Can you please certify that our server is blocking access from these robots, preventing these to make use of our limited WEB licenses?

### Resolution:

The following SQL shows excessive activity from 066.249.071.150, 066.249.071.151, and 066.249.071.152 addresses.

Also, the `www_server` logs had many references to "googlebot(at)[googlebot.com](http://googlebot.com)"

I found there was no robots.txt file in the `$alephe_root/apache/htdocs/` directory, so I created one, dropped/created the z63, and restarted the `www_server` and `apache`.

I find that the "Active users" count is now staying low.

```
vir01@ALEPH0> select Z63_CLIENT_ADDRESS, count(*) from z63 group by Z63_CLIENT_ADDRESS;
**** Hit return to continue ****
```

```
Z63_CLIENT_ADDRESS COUNT(*)
```

```
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066.249.071.150 6044
074.006.086.165 1
065.055.105.229 5
066.249.065.212 1
198.186.238.210 1
200.016.099.245 1
065.055.105.237 18
```

066.249.065.013 1  
190.135.003.116 1  
066.063.009.114 1  
066.249.071.152 5910  
065.055.105.231 10  
065.055.105.244 1  
199.079.165.011 4  
065.055.105.235 262  
066.249.067.235 1  
066.249.067.118 1  
066.249.073.071 1  
199.079.165.016 1  
066.249.071.151 6014  
065.055.105.238 269  
065.055.105.239 1  
066.249.073.060 1  
065.055.105.234 20  
066.249.066.238 1  
190.202.127.106 5  
065.055.105.230 2  
074.006.086.236 1  
081.032.202.233 1  
074.006.086.162 1  
066.249.065.141 1  
065.055.105.245 2  
066.249.065.111 1  
067.195.037.164 3  
084.075.101.049 1  
066.249.065.003 1  
065.055.105.236 378  
066.249.070.225 1  
074.006.022.158 11  
074.006.086.172 1  
190.184.018.044 369  
082.143.157.069 2  
066.249.070.245 1  
199.079.165.012 1  
074.006.086.177 1  
189.205.090.036 1

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