
OPAC timing out, GUI receiving "User does not exist" error

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 16.02
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Description:

Something appears to be interfering with the permissions. Access to the GUI fails with "User name does not exist" yet the user does exist and the z66 and z67 tables appear to be in order.

Searches on the OPAC time out. Though, initially, there were no error messages (the logs look normal), later it shows:

Oracle error: io_z110_read

ORA-03106: fatal two-task communication protocol error

Oracle error: fetch z98

ORA-03106: fatal two-task communication protocol error

Resolution:

An SQL count of the z05 and z110 showed that, though the count of z05's would go up to 20 or 50 or 100, the count of z110's was never more than 2: there *should* be a z110 for each z05.

The gather_database_stats was run without a lower version compatibility setting - apparently it is buggy without this setting. util a/8 showed that almost all the tables were analyzed.

Removing the stats (with util a/9), shutting oracle apache and aleph all down and then restarting resolved the issue.

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