
Server doesn't support client version 20.01"

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

We have been using our v20 server successfully, but today, when we try to access it with a client (any client, any pc), we get the message "Server doesn't support client version 20.01".

Checking in the \$alephe_tab/tab_version file we did see that a

```
20.01 ALEPH Y 0
```

```
line *is* present.
```

Resolution:

The file that the system is checking not actually \$alephe_tab/tab_version, but, rather, utf_files/.../tab_version . Examining that file we saw that it *was* lacking the line

```
20.01 ALEPH Y 0
```

We deleted this utf_files/.../tab_version file. The system recreated it (when first needed) -- using the current, correct \$alephe_tab/tab_version -- and everything was fine.

We are uncertain how this utf_files/.../tab_version lacking this v20 line was created. If you see a connection with a particular event, please contact Ex Libris Aleph Support.

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