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## aleph\_startup: ".../aleph/exe/ rts32:Command not found"

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

I made the mistake of uninstalling a service pack in our Test region without shutting down Aleph. I then shut down Aleph and attempted to restart it but it won't come back up.

Restarting aleph gives "/exlibris/aleph/a18\_2/aleph/exe/ rts32:Command not found". Going to that directory, I see lots of files with ".sp925" extensions but no corresponding file with "\*no\* ".sp..." extension. This indicates that those files are missing.

What can I do to get these files and get our Test region back?

### Resolution:

The commands:

```
> cd $aleph_exe  
> ls rts32
```

showed:

```
rts32: No such file or directory
```

The rts32 executable is a critical file which must exist. You *should* be able to create or recreate it at any point with this command:

```
> create_rts
```

But on this server this command was yielding the following errors:

```
ar: cannot open /exlibris/aleph/a18_2/aleph/exe/aleph_dom.o  
No such file or directory  
ar: cannot open /exlibris/aleph/a18_2/aleph/exe/aleph_md5.o  
No such file or directory  
...  
...  
...  
ar: cannot open /exlibris/aleph/a18_2/aleph/exe/check_doc_fixed_field.o  
No such file or directory  
ar: cannot open /exlibris/aleph/a18_2/aleph/exe/check_doc_line_al.o  
No such file or directory  
ld: fatal: Symbol referencing errors. No output written to /exlibris/aleph/a18_2/  
/aleph/exe/rts32x
```

```
mv: cannot access /exlibris/aleph/a18_2/aleph/exe/rts32x
```

```
<end create_rts32>
```

If the reason for your doing the uninstall in the first place was not a significant one and might be worked out with the help of Ex Libris Support after re-installing the Service Pack, then you should try that.

As described below, in this case, Ex Libris Support tried recompiling different programs. This was unsuccessful. \*The problem was ultimately resolved by copying the entire a-tree from the Production (18\_1) instance (on the same server) to the Test (18\_2) and manually configuring the needed files to fit the Test environment. See final paragraph for details.\*

Sequence of unsuccessful attempts to resolve the problem:

Noticing that all of these missing files were ".o"-suffix files, I did the following command to copy these files from the Production (a18\_1) instance on this server to the Test (a18\_2):

```
aleph1-18(2) cp -p /exlibris/aleph/a18_1/aleph/exe/*.o .
```

After doing this, I was able to run the create\_rts command without error.

But the aleph\_startup was still getting these errors:

```
Load error : file 'init_value'  
error code: 173, pc=0, call=1, seg=0  
173 Called program file not found in drive/directory
```

```
Load error : file 'check_oracle_exist'  
error code: 173, pc=0, call=-1, seg=0  
173 Called program file not found in drive/directory
```

Recompiling the init\_value and check\_oracle\_exist programs resolved these errors, and aleph\_startup started without error -- but the www\_server, pc\_server, etc., did not actually start.

I found that the www\_server, pc\_server executables were missing and created them with the create\_xxx\_server command. After which, the servers started, but we got the following error:

```
Load error : file 'edit_field'  
error code: 173, pc=0, call=3, seg=0  
173 Called program file not found in drive/directory
```

Compiling edit\_field created a correct executable, but then there was an unending sequence of \*other\* programs which needed to be compiled. We tried doing a compile\_all, but we found that certain programs (for instance, the com\_io gnt's) were not recreated.

\*The problem was ultimately resolved by copying the entire a-tree from the Production (18\_1) instance (on the same server) to the Test (18\_2) and manually configuring the needed files to fit the Test environment: In the a-tree.../a18\_2/product/local and product/bin directories, we changed the path of the links from 18\_1 to 18\_2; plus, the login scripts and the cshrc files had to be modified for the correct path.\*

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