
OPAC searches not working: "no items found, modify your search"

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
-

Description:

* "Unable to retrieve set of records" message for many (but not all) searches in the GUI.

* "No items found, modify your search." message for same search in OPAC. A list of words appears in the left-hand frame. This happens for searches which *should* have hits.

* In another case, in GUI title search, clicking on "Show" results in the following error messages:

Find : Remote Service Error (C1005 set11) Unable to retrieve a set of records

Browse: There are no records associated with this heading

Resolution:

KB 4456/Article "Unable to retrieve set of records" describes the general situation. No z05 or z110 errors were found in the www_server log, but the vir01 util a/17/14 showed that the z05_id did not exist. We tried doing util a/17/1 to build it, but got a Duplicates error. util a/17/18 could be used in such a case, but, since z05 is just a temporary table, we did util a/17/1 (to drop/create it).

Since the z110 and z63 need to be in synch with the z05, We also did util a/17/1 for those.

That corrected the problem.

Looking at last night's clear_vir01 log, we see the following:

```
05:00:08 aleph_admin@ALEPH0> CREATE UNIQUE INDEX VIR01.Z05_ID ON VIR01.Z05  
(Z05_REC_KEY ASC)
```

*

ERROR at line 1:

```
ORA-00054: resource busy and acquire with NOWAIT specified
```

This means that someone/something was trying to do a search when clear_vir01 was running.

The choices are:

1. Running clear_vir01 at a time when fewer people would be connected -- 4:00 am instead of 5:00?
2. Adding entries to the job_list to stop the www_server (and pc_server) before clear_vir01 and to restart it afterwards.

* Article (KB 4110) "[What is the VIR01 library?](#)" describes the purpose of the VIR01 library and clear_vir01.

* Article (KB 5737) "Restart Servers from job_list" describes how to add clear_vir01 to the job list.

3. If you want to check the runs of clear_vir01 to make certain that they have run without error, you can cd to \$alephe_scratch and enter this command:

```
> grep ERROR *vir01*
```

It could be that the www_server activity is being generated by a spider/robot. See KB 6669 ("Stopping bot (robot) activity on www_server")

-
- **Article last edited:** 28-Feb-2016