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## Problem which should have been fixed by Service Pack still occurs

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

A problem which should have been fixed by a Service Pack still occurs even though the Service Pack has been installed.

### Answer

Locate the rep\_change which was supposed to have fixed the problem

1. Confirm that the rep\_change is in the Service Pack in question
2. Note the programs which are listed in the "Unix files" section of the rep\_change....
  - a. Check the dates of the source programs on the customer server
  - b. Compare the size of these source programs on the customer server to those on the Ex Libris server for this version
3. If it seems that the customer lacks the correct versions, save the customer versions under a different name and ftp the programs from the Ex Libris server to the customer server and compile them.

[Note: 2b and 3 need to be performed by Ex Libris staff.]

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- **Article last edited:** 12-Mar-2016