

## Upgrade Express: "unable to allocate 4096 bytes of shared memory"

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

Trying to upgrade from v22 to v23, we are getting the message "unable to allocate 4096 bytes of shared memory" in the Upgrade Express create\_customer\_data (export) step on the v22 server -- and the ./data/a22\_1.tar.gz file lacks the Oracle data.

In the ./create\_customer\_data\_20171212.log, we see all the appropriate lines like this:

```
. . exported "XXXnn" ...  
. . exported "XXXnn" ...  
<etc.>
```

but then after each "Finished export in library xxxnn ..."

we see this:

```
chmod 777 and gzip the exported files...
```

```
Call completed.
```

```
BEGIN rc('/bin/chmod 777 /exlibris/aleph/upgrade_express_2201_2301/data/a22_1/xxx01/files/  
dpdir/expxxx01.log'); END;
```

```
*
```

```
ERROR at line 1:
```

```
ORA-04031: unable to allocate 4096 bytes of shared memory ("java  
pool","Util","JOXLE^7fb17135",":SGAClass")
```

```
ORA-06512: at "ALEPH_ADMIN.RUN_CMD", line 1
```

```
ORA-06512: at "ALEPH_ADMIN.RC", line 5
```

```
ORA-06512: at line 1
```

```
<end log excerpt>
```

We should be seeing a "PL/SQL procedure successfully completed" message in the log following each "chmod 777 and gzip ..." message, but we are not. It seems that the tar/zip step is failing in each case.

We added 8 Gig of memory, but that has not helped; we are still getting this unable to allocate error.

Also, per the article "Unable to allocate nnn bytes of shared memory" ([https://knowledge.exlibrisgroup.com/...\\_shared\\_memory](https://knowledge.exlibrisgroup.com/..._shared_memory)) we rebooted the server, which, also, did not help.

## Resolution

It seemed that possibly the SGA needed to be increased, but, rather than doing that, the customer (who had only 160,000 bib records) ran the export responding "No" to the "Use Data Pump?" question. That worked.

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- **Article last edited:** 3-Jan-2018