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## Aleph 23 not accessible after upgrade to RHEL 7

- **Product:** Aleph
  - **Product Version:** 23
  - **Relevant for Installation Type:** Local
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### Description

After upgrading the Operating System to RHEL 7 from RHEL 6 the Aleph 23 system is no longer accessible.

The following errors may be seen in this situation:

- In GUI: "Communication error (Global -7) - Failed to read reply."

- Execution error of batch services such as publishing

```
Execution error : file '/exlibris/aleph/a23_1/aleph/exe/ue_21_a.gnt' error code: 114, pc=0, call=1, seg=0
```

```
114 Attempt to access item beyond bounds of memory (Signal 11)
```

### Resolution

1. Re-install Cobol license as discussed in article '[How to reinstall the licenses of the COBOL environment for Aleph](#)'

2. Fix libxml

As soon as the Cobol license is correctly installed:

a. Remove currently installed libxml

```
mv /exlibris/product/libxml2-2.9.2 /exlibris/product/libxml2-2.9.2.bak
```

remove any package that MAY have been downloaded,

note – this step sometimes returns an error as there is nothing to delete :

```
rm -f /exlibris/ftp_from_exlibris/libxml2-2.9.2*
```

the error you may see :

```
rm: No match.
```

b. Use Util SP to Download and install ThirdParty tools. See document '[The Aleph Service Pack Mechanism - sp 23](#)', chapter 9 'Downloading and Installing Third-Party Product Updates'

c. check again, that the Cobol license installation is still intact and the following does not give any error message:

```
dlib usm01
```

util y/11/1 Main license file

d. Restart the PC server (util w/3/3)

## **Additional Information**

Related information can be found in the attachment 'Operating System Upgrade'

## **Attachment**

General document '[Operating System Upgrade](#)'

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