What is the ORA-00020 error in Voyager Oracle alert logs

- **Product:** Voyager
- **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare

Question

What is the cause of the "ORA-00020 maximum number of processes exceeded" error that is appearing in the Voyager Oracle alert log?

Answer

Usually what causes these ORA-00020 errors is that someone is scraping records off the Voyager OPAC. This undesired activity can result in system instability or even system downtime.

You may also see other errors such as "License warning limit exceeded"

Please open a high priority ticket with Support immediately if you are experiencing this issue.

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