

# Common Aleph Problems

ELUNA 2019

-- Jerry Specht

## 1. SQL for OPAC statistics (using z69 OPAC-event table)

How can we get a report of the number of Aleph OPAC searches and search types per college for the fiscal year? (We're a consortium.) The " [Canned Aleph OPAC statistics reports](#) " article has some interesting suggestions, but we just need something basic.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/SQL\\_for\\_OPAC\\_statistics\\_\(using\\_z69\\_OPAC-event\\_table\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/SQL_for_OPAC_statistics_(using_z69_OPAC-event_table)) .

## 2. Cash transactions don't display in GUI Circ

util f/4 in the xxx50 library shows that the patron has z31 records, but they don't display in the GUI Circ cash display.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Cash\\_transactions\\_don't\\_display\\_in\\_GUI\\_Circ](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Cash_transactions_don't_display_in_GUI_Circ) .

## 3. Structure of Z31-KEY field [\*byte by byte\*]

It seems that the Z31-KEY field might have information useful in diagnosing cash problems. What is its structure?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Structure\\_of\\_Z31-KEY\\_field\\_%5B\\*byte\\_by\\_byte\\*%5D](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Structure_of_Z31-KEY_field_%5B*byte_by_byte*%5D) .

## 4. Where can you get the Arial Unicode MS font?

Where can you get the Arial Unicode MS font?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Where\\_can\\_you\\_get\\_the\\_Arial\\_Unicode\\_MS\\_font%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Where_can_you_get_the_Arial_Unicode_MS_font%3F) .

## 5. GUI list of invoices incomplete for vendor with 10,041 invoices

We have a vendor, Amazon Canada (AMZC), that presently has 10,041 invoices attached to it.

In the Acquisitions client, the "invoice bar" no longer displays all the invoice numbers for AMZC. When AMZC is selected in the Vendor List box, the drop down lists as far as the 9,988th invoice and no farther.

We don't have this problem with any other vendor; the next most popular has 8,256 invoices.

Will it be necessary to create another vendor for these invoices if we want them to list normally in the invoice bar? Or is there some way to archive old invoices?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/GUI\\_list\\_of\\_invoices\\_incomplete\\_for\\_vendor\\_with\\_10%2C041\\_invoices](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/GUI_list_of_invoices_incomplete_for_vendor_with_10%2C041_invoices) .

## **6. manage-50 deletes item on loan**

The manage-50 Service was run with the parameters : "Replace existing holdings records\*" and "Replace existing item records", which delete existing records. But one of the items it deleted was on loan / checked out! The patron is continuing to receive fine notices for the item.

*Resolution:* [https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/manage-50\\_deletes\\_item\\_on\\_loan](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/manage-50_deletes_item_on_loan) .

## **7. Retrieving records based on fixed field values**

We need a list of records with:

LDR byte 7=m AND  
008 byte 24 not equal to t AND  
008 byte 24 not equal to j.

Is this possible?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Retrieving\\_records\\_based\\_on\\_fixed\\_field\\_values](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Retrieving_records_based_on_fixed_field_values) .

## **8. Thousands of zero-length f\_symbol files in \$TMPDIR directory**

In our aleph temporary space, we have over 8000 f\_symbol files which have been created just over the past couple of days. I was just curious what creates these files (which look to be pretty much blank files) and whether there was any way to suppress them. Granted, it is temporary space and they are not large. But there are such a large number of them being created that I wanted to check to see if they were really necessary.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Thousands\\_of\\_zero-length\\_f\\_symbol\\_files\\_in\\_%24TMPDIR\\_directory](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Thousands_of_zero-length_f_symbol_files_in_%24TMPDIR_directory) .

## **9. Blocking patrons who have overdue items**

How can we block patrons who have overdue items from checking out more items?

Resolution:

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Blocking\\_patrons\\_who\\_have\\_overdue\\_items](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Blocking_patrons_who_have_overdue_items) .

### **10.z36\_letter\_date not updated by Courtesy Notice job**

On 09/05, we sent over 1150 courtesy notices out to faculty members on campus. However, in counting the number of z36 and/or z36h records which have a letter\_date of '20070905', we only find nowhere near that number of records. Do courtesy notices not update the letter\_date value? Or do we have something set improperly which results in this information not being updated?

Is there any other table which might have information about these notices which we can use to review, through SQL, who all was sent a notice on that day?

Resolution:

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/z36\\_letter\\_date\\_not\\_updated\\_by\\_Courtesy\\_Notify\\_job](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/z36_letter_date_not_updated_by_Courtesy_Notify_job) .

### **11.publish-06 super-slow when run with multiple processes**

As the final step in republishing our (7 million) bib records, we ran the publish-06 Service with 32 processes. The job "stalled" after processing about 500,000. (No cycles in the ./p\_publish\_06\_PRIMO-FULL.cycles file ever showed as completed and, though the job never canceled, the only activity was very minor activity seen in the ./PRIMO-FULL/tmp directory.)

Note: The ./xxx01/prof\_library has "p\_publish\_06\_loop\_length 200000".

Resolution:

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/publish-06\\_super-slow\\_when\\_run\\_with\\_multiple\\_processes](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/publish-06_super-slow_when_run_with_multiple_processes) .

### **12. Multiple xxx50 p\_cir\_nn jobs (for different sublibraries) execute simultaneously**

All six of our abc50 p\_cir\_12 jobs (each for a different sublibrary) have incorrect data (from other sublibraries) starting on Sunday, 10/25. For example: AA requested books were under BB output: the first two books are XE; the others are BB.

Resolution:

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Multiple\\_p\\_cir\\_nn\\_jobs\\_\(for\\_different\\_sublibraries\)\\_execute\\_simultaneously](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Multiple_p_cir_nn_jobs_(for_different_sublibraries)_execute_simultaneously) .

### **13.ue\_01: "INTERNAL LENGTH NOT CORRECT ... compress\_data\_ads.gnt"**

The z98 table space was exceeded. Table space was added, but, since then, the ue\_01 indexing daemon has been crashing. The event appears to be related to a particular record in the z98 table as the run\_e\_01\_word.nnnn log message is:

```
Update z98 from z980 : 010001417248
INTERNAL LENGTH NOT CORRECT!! 010001417248
<etc.>
```

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/ue\\_01%3A\\_%22INTERNAL\\_LENGTH\\_NOT\\_CORRECT%22 ... compress data\\_ads.gnt%22](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/ue_01%3A_%22INTERNAL_LENGTH_NOT_CORRECT%22_..._compress_data_ads.gnt%22) .

### **14.Aleph and Oracle Support: Oracle 11.1; 11.2.0.4; 12.1; 12.2**

*Aleph 20/Oracle 11.1*

Extended Support for Oracle 11.1 ended in August 2015. What are our options in regard to upgrading Aleph and Oracle? Will Ex Libris support for version 20 (which uses Oracle 11.1) be ending? What version of Oracle does Aleph 22 use?

*Aleph 21/22/23 - Oracle 11r2 / 12c*

What are our options with Aleph 21, Aleph 22, and Aleph 23 in regard to Oracle versions and support?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Aleph\\_and\\_Oracle\\_Support%3A\\_Oracle\\_11.1%3B\\_11.2.0.4%3B\\_12.1%3B\\_12.2](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Aleph_and_Oracle_Support%3A_Oracle_11.1%3B_11.2.0.4%3B_12.1%3B_12.2) .

### **15.Patron's cash total shows balance of zero for amounts exceeding \$999,999.99**

Is there are particular limit to the amount-owed by a patron that will display properly? We have a patron who SQL shows with a balance (credit) of -\$1,999,999,999,551.00 .

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Patron's\\_cash\\_total\\_shows\\_balance\\_of\\_zero\\_for\\_amounts\\_exceeding\\_%24999%2C999.99](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Patron's_cash_total_shows_balance_of_zero_for_amounts_exceeding_%24999%2C999.99) .

### **16.Jobs to report patrons owing money**

We want to produce a report of people owing money.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Jobs\\_to\\_report\\_patrons\\_owing\\_money](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Jobs_to_report_patrons_owing_money) .

## **17. Deleting old fines**

Is there a job that will delete fines older than a certain date?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Deleting\\_old\\_fines](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Deleting_old_fines) .

## **18. Duplicate patron records **\*\*MASTER RECORD\*\*****

The cir-05 ("Patron list") report includes duplicates for many of the patrons. (Also, you may find duplicates in extracting records for migration to Alma or another ILS.) Why is this -- and how can they be removed?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Duplicate\\_patron\\_records\\_\\*\\*MASTER\\_RECORD\\*\\*](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Duplicate_patron_records_**MASTER_RECORD**) .

## **19. Deleting orphaned HOL records (HOL records whose items have been deleted)**

We are in the process of extensive deselection of materials, especially duplicate copies. One of our librarians has been deleting items and just was told today that she should also delete the holding at the same time.

Is there a process to run to identify and delete orphaned holdings?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Deleting\\_orphaned\\_HOL\\_records\\_\(HOL\\_records\\_whose\\_items\\_have\\_been\\_deleted\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Deleting_orphaned_HOL_records_(HOL_records_whose_items_have_been_deleted))

## **20. Bib records loaded with incorrect doc numbers; p\_manage\_18 \*HOW TO FIX\***

p\_manage\_18 was run with an input file which contained incorrect doc numbers (such as "01493nam" or "2008005672"). This resulted in incorrect bib record keys and in a too-high last-doc-number in the abc01 util g/2.

The article "[BIB and ADM system numbers out of synch](#)" (KB 8192-667) notes that: "having large 'holes' (say, hundreds of thousands) in the bib record numbers is highly undesirable. (It causes the keyword bitmaps to be unnecessarily large.)"

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Bib\\_records\\_loaded\\_with\\_incorrect\\_doc\\_numbers%3B\\_p\\_manage\\_18\\_\\*\\*HOW\\_TO\\_FIX\\*\\*](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Bib_records_loaded_with_incorrect_doc_numbers%3B_p_manage_18_**HOW_TO_FIX**) .

## **21. List of titles which have been checked out, showing number of loans**

We would like a list of titles that have been checked out, showing how many times each has been checked out.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/List\\_of\\_titles\\_which\\_have\\_been\\_checked\\_out%2C\\_showing\\_number\\_of\\_loans](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/List_of_titles_which_have_been_checked_out%2C_showing_number_of_loans) .

## **22. How to update/delete large numbers of bib records without filling up ./arch disk**

Updating or deleting bib records causes large numbers of updates to be written to the Oracle archive directory (./oradata/.../arch), which causes the disk it resides on to fill up. How can this be avoided?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/How\\_to\\_update%2F%2Fdelete\\_large\\_numbers\\_of\\_bib\\_records\\_without\\_filling\\_up\\_%2F%2Farch\\_disk](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/How_to_update%2F%2Fdelete_large_numbers_of_bib_records_without_filling_up_%2F%2Farch_disk) .

## **23. Oracle Critical Patch Update process**

What is the process for obtaining/applying the quarterly Oracle Critical Patch Updates?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Oracle\\_Critical\\_Patch\\_Update\\_process](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Oracle_Critical_Patch_Update_process)

## **1. Duplicate cash transactions**

In certain cases duplicate cash transactions appear on the patron's card.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Duplicate\\_cash\\_transactions](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Duplicate_cash_transactions)

## **2. Removing Aleph libraries (and sublibraries)**

Is there a document describing how to remove a library or sublibrary from Aleph?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Removing\\_Aleph\\_libraries\\_\(and\\_sublibraries\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Removing_Aleph_libraries_(and_sublibraries))

## **3. manage-62: Unable to change sublibrary/collection in items**

Changes to item record collections, sublibraries, and call numbers via manage-62 ("Update Item Records") don't work.

*Resolution:* [https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/manage-62%3A\\_Unable\\_to\\_change\\_sublibrary%2F%2Fcollection\\_in\\_items](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/manage-62%3A_Unable_to_change_sublibrary%2F%2Fcollection_in_items)

#### **4. Aleph and Oracle Extended Support: Oracle 11.1; Oracle 11.2.0.4**

*Aleph 21/22/23 - Oracle 11r2 / 12c* What are our options with Aleph 21, Aleph 22, and Aleph 23 in regard to Oracle versions and support?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Aleph\\_and\\_Oracle\\_Extended\\_Support%3A\\_Oracle\\_11.1%3B\\_Oracle\\_11.2.0.4](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Aleph_and_Oracle_Extended_Support%3A_Oracle_11.1%3B_Oracle_11.2.0.4)

#### **5. Upgrading Redhat Linux version 5 to 6 (with Aleph 21 or 22)**

Is there a procedure to migrate Aleph 21 or 22 from Redhat version 5 server to version 6? If possible, we would like to clone the current Redhat 5 server running production Aleph & ARC, and migrate the version 5 server to 6, keeping both Aleph & ARC intact. We do realize there will be many things broken and that this will take some time to fix. We are hoping that there is some support in regards to this.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Upgrading\\_Redhat\\_Linux\\_version\\_5\\_to\\_6\\_\(with\\_Aleph\\_21\\_or\\_22\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Upgrading_Redhat_Linux_version_5_to_6_(with_Aleph_21_or_22))

#### **6. Blocks by cash limit, including accrued amount**

Is there a way for us to block a patron based on the sum of existing fines *plus* accrued overdue fines?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Blocks\\_by\\_cash\\_limit%2C\\_including\\_accrued\\_amount](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Blocks_by_cash_limit%2C_including_accrued_amount)

#### **7. Overdue item returns: patron is not suspended**

When a patron returns late an item he is not blocked and can loan other items even though the item status for the specific patron status defines a loan block in case of late return.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Overdue\\_item\\_returns%3A\\_patron\\_is\\_not\\_suspended](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Overdue_item_returns%3A_patron_is_not_suspended)

#### **8. Circ block by item status?**

I know we can block circ loans by patron status and sublibrary, but can we block by item status?

For example, if patron status 01 (undergrad student) has an item of status 05 (video/DVD loan) overdue, then block that patron from checking out any other items of status 05. How can we do that? Could that be an automatic block after the first overdue notice is sent?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Circ\\_block\\_by\\_item\\_status%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Circ_block_by_item_status%3F)

## **9. Bib/HOL record display in OPAC/Primo even though tab15 has "N" for OPAC**

Despite the fact that a bib record has only a single item whose tab15.*lng* entry has "N" in column 10 (Web OPAC display), the record (Bib/HOL) still displays in the Web OPAC and in Primo.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Bib%2F%2FHOL\\_record\\_display\\_in\\_OPA\\_C%2F%2FPrimo\\_even\\_though\\_tab15\\_has\\_%22N%22\\_for\\_OPAC](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Bib%2F%2FHOL_record_display_in_OPA_C%2F%2FPrimo_even_though_tab15_has_%22N%22_for_OPAC)

## **10. Handling deleted Aleph records which lack z00p and can't be removed from Primo**

How should deleted Aleph records which lack a z00p and can't be removed from Primo be handled?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Handling\\_deleted\\_Aleph\\_records\\_which\\_lack\\_z00p\\_and\\_can't\\_be\\_removed\\_from\\_Primo](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Handling_deleted_Aleph_records_which_lack_z00p_and_can't_be_removed_from_Primo)

## **11. How to analyze delay in production of z07p/z00p records**

Determine where delays in the creation of z07p and z00p records are occurring.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/How\\_to\\_analyze\\_delay\\_in\\_production\\_of\\_z07pz00p\\_records](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/How_to_analyze_delay_in_production_of_z07pz00p_records)

## **12. How to start multiple pc\_servers with p\_sys\_01**

We stop/restart various servers when running clear\_vir01. But the sys-01 Service starts only one pc\_server. We need it to restart multiple.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/How\\_to\\_start\\_multiple\\_pc\\_servers\\_with\\_p\\_sys\\_01](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/How_to_start_multiple_pc_servers_with_p_sys_01)

### **13. SQL for BIB Records Linked to Multiple HOLs or Multiple ADMs**

- a. We need an SQL query to find BIB records which have multiple HOL records linked to them.
- b. We need an SQL query to find BIB records which have multiple ADM records linked to them for the same ADM library. (This is an error: there should be only one ADM record per BIB in any one ADM library.)

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/SQL\\_for\\_BIB\\_Records\\_Linked\\_to\\_Multiple\\_HOLs\\_or\\_Multiple\\_ADMs](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/SQL_for_BIB_Records_Linked_to_Multiple_HOLs_or_Multiple_ADMs)

### **14. job\_list job doesn't run**

A job which has an entry in the \$alephe\_tab/job\_list file doesn't run.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/job\\_list\\_job\\_doesn't\\_run](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/job_list_job_doesn't_run)

### **15. Is it OK to stop the job daemon?**

Should the job daemon be running all the time, or is it OK to stop it?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Is\\_it\\_OK\\_to\\_stop\\_the\\_job\\_daemon%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Is_it_OK_to_stop_the_job_daemon%3F)

### **16. Aleph Upgrade Process**

How to upgrade to Aleph 22, 23, etc.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Aleph\\_Upgrade\\_Process](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Aleph_Upgrade_Process)

### **17. Unnecessary z30h history records**

What updates cause a z30h item history record to be written? It seems that more are being written than need to be.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Unnecessary\\_z30h\\_history\\_records](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Unnecessary_z30h_history_records)

## **18. Cash display takes minutes for patrons with many Cash lines; cash-05 very slow**

1. In GUI Circ, there is a very slow/or no response in producing the cash display for certain patrons. Some patrons get "Server failed to execute request after 60 seconds" in the "All transactions" and "Active cash" tabs.

Though the Cash display of patrons with infrequently-loaned entries comes up in just a few seconds, the display for patrons who have Cash entries for items which have been loaned hundreds of times takes a minute or more.

2. The cash-05 ("Unpaid Transactions Letter") Service is extremely slow in producing letters for patrons who have Cash entries for items which have been loaned hundreds of times.

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Cash\\_display\\_takes\\_minutes\\_for\\_patrons\\_with\\_many\\_Cash\\_lines%3B\\_cash-05\\_very\\_slow](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Cash_display_takes_minutes_for_patrons_with_many_Cash_lines%3B_cash-05_very_slow)

## **19. Deleting orphaned HOL records (HOL records whose items have been deleted)**

We are in the process of extensive deselection of materials, especially duplicate copies. One of our librarians has been deleting items and just was told today that she should also delete the holding at the same time.

Is there a process to run to identify and delete orphaned holdings?

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Deleting\\_orphaned\\_HOL\\_records\\_\(HOL\\_records\\_whose\\_items\\_have\\_been\\_deleted\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Deleting_orphaned_HOL_records_(HOL_records_whose_items_have_been_deleted))

## **20. GUI message: "Item, HOL linked to different Bibs"**

When clicking Refresh on an Item record in the GUI there's a pop-up message that says "Item, HOL linked to different Bibs". In the item record you can see that there's an HOL link listed, but it doesn't show on the "HOL Links" tab of the Item record.

It seems that this came about because of someone not properly moving Holdings records from one Bib to another.

### *Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Loan\\_permitted\\_though\\_check\\_circ\\_10\\_a\\_%22CHARGES%3D%22\\_block\\_specified/GUI\\_message%3A\\_%22Item%2C\\_HOL\\_linked\\_to\\_different\\_Bibs%22](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Loan_permitted_though_check_circ_10_a_%22CHARGES%3D%22_block_specified/GUI_message%3A_%22Item%2C_HOL_linked_to_different_Bibs%22)

## **21. Analyzing space problems due to excessive Oracle archive logs**

One of the main causes of space problems in the /exlibris filesystem in Aleph is the Oracle archive log directory -- typically located at /exlibris/oradata/aleph2n/arch.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Analyzing\\_space\\_problems\\_due\\_to\\_excessive\\_Oracle\\_archive\\_logs](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Analyzing_space_problems_due_to_excessive_Oracle_archive_logs)

## **22./exlibris at 98% used: z52.comp.seq / clear\_vir01**

The /exlibris filesystem is at 98% used -- and growing. What is causing this? How can it be stopped?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Loan\\_permitted\\_though\\_check\\_circ\\_10\\_a\\_%22CHARGES%3D%22\\_block\\_specified/exlibris\\_disk\\_at\\_98\\_percent\\_used\\_-\\_z52.comp.seq\\_-\\_clear\\_vir01](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Loan_permitted_though_check_circ_10_a_%22CHARGES%3D%22_block_specified/exlibris_disk_at_98_percent_used_-_z52.comp.seq_-_clear_vir01)

## **23.p\_arc\_01 stuck at cycle 1 in p\_arc\_01.cycles**

The p\_arc\_01 full ETL job is stuck in the first cycle of p\_arc\_01.cycles. The log shows "creating table mrr\_bib\_info with loop 000000001-000030000".

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/p\\_arc\\_01\\_stuck\\_at\\_cycle\\_1\\_in\\_p\\_arc\\_01.cycles](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/p_arc_01_stuck_at_cycle_1_in_p_arc_01.cycles)

## **24.Report of items which have never been checked out (for weeding)**

We need a report that lists what items have never been checked out (and are prime candidates to be weeded). Please explain the best way to do this.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Report\\_of\\_items\\_which\\_have\\_never\\_been\\_checked\\_out\\_\(for\\_weeding\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Report_of_items_which_have_never_been_checked_out_(for_weeding))

## **25.How to gather In-house use statistics**

How can we collect in-house use statistics (a circulation "browse") for reference material, etc.?

*Resolution:* [https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/How\\_to\\_gather\\_In-house\\_use\\_statistics](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/How_to_gather_In-house_use_statistics)

## **26.z30\_no\_loans: when incremented? why lower than item's z36h count?**

We find that 10% of our items have a z30\_no\_loans value which is less than their number of z36h records. Why would this be?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/z30\\_no\\_loans%3A\\_when\\_incremented%3F\\_why\\_lower\\_than\\_item's\\_z36h\\_count%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/z30_no_loans%3A_when_incremented%3F_why_lower_than_item's_z36h_count%3F)

### **27. Make clickable URLs appear in OPAC Standard Format**

Our 856 fields appear in the MARC tags and Name tags formats, but not in the "Standard format" (the "Full + Link" format). Also, we want them to be "clickable" (-- rather than requiring that the user paste them into a browser session).

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Make\\_clickable\\_URLs\\_appear\\_in\\_OPAC\\_Standard\\_Format](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Make_clickable_URLs_appear_in_OPAC_Standard_Format)

### **28. Add clickable URL column to OPAC Brief List**

Can we add a clickable URL column to the OPAC Brief List?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Add\\_clickable\\_URL\\_column\\_to\\_OPAC\\_Brief\\_List](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Add_clickable_URL_column_to_OPAC_Brief_List)

### **29. E-reserve - how to expand HOL 856 to xxx30 record**

We want to include the HOL 856/URL in the z00p record sent to Primo for the xxx30 Course Reserves record. [Note: the principles described below apply to the inclusion of any HOL record fields in the Course doc record -- not just the 856.] [The xxx30 record is linked to an xxx01 bib record which is linked to the xxx60 HOL record.]

*Resolution:* [https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/E-reserve\\_-\\_how\\_to\\_expand\\_HOL\\_856\\_to\\_xxx30\\_record](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/E-reserve_-_how_to_expand_HOL_856_to_xxx30_record)

### **30. Deleting "stub" Course Reserve doc records not attached to CNO**

We want to purge the xxx30 Course Reserves library of doc records not attached to a CNO. We ran p\_ret\_01 in xxx30 and retrieved 3049 records. Before we run manage-33 to delete these, a question.... One type of bib record retrieved was just a stub. Do they need to be retained as a placeholder so that the bib system number does not get used again? Is it OK to delete these?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Deleting\\_%22stub%22\\_Course\\_Reserve\\_doc\\_records\\_not\\_attached\\_to\\_CNO](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Deleting_%22stub%22_Course_Reserve_doc_records_not_attached_to_CNO)

### **31. Extracting Course Reserve records for migration to another ILS**

We want to migrate our Aleph Course Reserves data. How can we do this?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/How\\_to\\_extract\\_Aleph\\_Course\\_Reserves\\_records\\_\(f\\_or\\_migration\\_to\\_different\\_ILS\)](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/How_to_extract_Aleph_Course_Reserves_records_(f_or_migration_to_different_ILS))

### **32. Deletion of Authority Records Not Linked to BIB Records**

We are in the process of upgrading to Aleph v20 and would like to clean out our authorities database, prior to the upgrade. Our question is: Is there a way to delete authority records that are not linked to BIB records? Or to simply delete authority records from a file of system numbers? XXX01 has the service: Delete Bibliographic Records Including Related ADM/HOL Records (manage-33), where XXX10 does not have a similar service.

Is there perhaps a sql query that we can use? Have any other libraries deleted large numbers of authority records?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Deletion\\_of\\_Authority\\_Records\\_Not\\_Linked\\_to\\_BIB\\_Records](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Deletion_of_Authority_Records_Not_Linked_to_BIB_Records)

### **33. Report of global/local patron blocks/notes**

How can we get a list of patrons, with their blocks and notes (-- both global and local --)?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Loan\\_permitted\\_though\\_check\\_circ\\_10\\_a\\_%22CHARGES%3D%22\\_block\\_specified/Report\\_of\\_global%2F%2Flocal\\_patron\\_blocks%2F%2Fnotes](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Loan_permitted_though_check_circ_10_a_%22CHARGES%3D%22_block_specified/Report_of_global%2F%2Flocal_patron_blocks%2F%2Fnotes)

### **34. Record locked by another user**

A user is reporting "Record is locked by another user" occurring frequently.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Record\\_locked\\_by\\_another\\_user](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Record_locked_by_another_user)

### **35. ALEPH table or screen change doesn't take effect.**

The ALEPH u-tree table has been changed (or alephe/www... screen) but the system acts as though this change has not taken place; the version being used is the old version.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/ALEPH\\_table\\_or\\_screen\\_change\\_doesn't\\_take\\_effect](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/ALEPH_table_or_screen_change_doesn't_take_effect).

### **36. manage-50 creates HOL 852 \$\$c field with both collection \*and\* call number**

When manage-50 is run to create HOL records from existing item records, the 852 field which it generates has the call number as part of the \$\$c subfield (appended to the collection) rather than being in \$\$h/\$\$i subfields as it should be.

*Resolution:* [https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/manage-50\\_creates\\_HOL\\_852\\_%24%24c\\_field\\_with\\_both\\_collection\\_\\*and\\*\\_call\\_number](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/manage-50_creates_HOL_852_%24%24c_field_with_both_collection_*and*_call_number)

### **37. How to block patrons who owe more than x dollars**

How do we block patrons from borrowing when they owe more than x dollars?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/How\\_to\\_block\\_patrons\\_who\\_owe\\_more\\_than\\_x\\_dollars\\_\\*\\*MASTER\\_RECORD\\*\\*](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/How_to_block_patrons_who_owe_more_than_x_dollars_**MASTER_RECORD**)

### **38. No z00r records for certain bib records**

Though most of our xxx01 bib records have z00r entries, some records, as shown by the following SQL, do not.

```
SQL> select z00_doc_number from z00 minus select z00r_doc_number from z00r;
```

Why would this be?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/No\\_z00r\\_records\\_for\\_certain\\_bib\\_records](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/No_z00r_records_for_certain_bib_records)

### **39. What do each of the sip2 message numbers (01, 09, 10, 11, 15, etc.) represent?**

What do each of the sip2 message numbers (01, 09, 10, 11, 15, etc.) represent?

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/What\\_do\\_each\\_of\\_the\\_sip2\\_message\\_numbers\\_\(01%2C\\_09%2C\\_10%2C\\_11%2C\\_15%2C\\_etc.\)\\_represent%3F](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/What_do_each_of_the_sip2_message_numbers_(01%2C_09%2C_10%2C_11%2C_15%2C_etc.)_represent%3F)

### **40. p\_file\_20 (for LDAP): Z308-VERIFICATION can not be empty when TAB-BOR-ID-VER**

Error 0504 : Z308-VERIFICATION can not be empty when TAB-BOR-ID-VER-NEEDED is "Y". We're using LDAP OPAC user authentication (type 02) -- so the verification is blank.

*Resolution:* [https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/p\\_file\\_20\\_\(for\\_LDAP\)%3A\\_Z308-VERIFICATION\\_can\\_not\\_be\\_empty\\_when\\_TAB-BOR-ID-VER\\_...](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/p_file_20_(for_LDAP)%3A_Z308-VERIFICATION_can_not_be_empty_when_TAB-BOR-ID-VER_...)

### **41. Security scan flags OpenSSL/0.9.8za as security risk**

In doing security scans on our Aleph website, our IT department flagged OpenSSL as being a security risk. The version we run is OpenSSL/0.9.8za. The suggestion is that this software be upgraded to version 1.1.0 or better.

*Resolution:*

[https://knowledge.exlibrisgroup.com/Aleph/Knowledge\\_Articles/Security\\_scan\\_flags\\_OpenSSL%2F%2F0.9.8za\\_as\\_security\\_risk](https://knowledge.exlibrisgroup.com/Aleph/Knowledge_Articles/Security_scan_flags_OpenSSL%2F%2F0.9.8za_as_security_risk)

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