When uploading catalogues within OpenOPAC I get a lock obtain timed out message and it will not continue the upload

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Symptom

• When uploading all catalogues in OpenOPAC > Configuration > Upload TAB occasionally an error occurs which stops the Upload with a Time lock message

• Message is usually: Lock obtain timed out: NativeFSLock@C:\inetpub\wwwroot\OCLC\SearchData\write.lock. The path to the Search Data may differ depending on your version of OpenOPAC

Applies to

• Amlib OpenOPAC

Resolution

This typically happens after a Windows crash or something else that caused the machine to suddenly stop working (power outages etc.).

Suggested remedies include:

1. **Delete the search index** and upload everything again. The search index is in the folder C:inetpub\wwwroot\OCLC\SearchData on the OpenOPAC Server. Delete all files in that folder and restart the Upload.

2. **Delete the search folder** and upload everything again. Delete the whole folder at C:inetpub\wwwroot\OCLC\SearchData folder and Upload catalogues from fresh.

3. Try **rebooting the Server** and ensure that the C:inetpub\wwwroot\OCLC\SearchData is empty before trying the Upload of all catalogues again.

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