ERROR: Timeout: the ListRecords response took too long error when trying to open MARC map for a collection

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Symptom

• Clicking on the Edit button to go to the MARC mapping tool causes no response for a long time then brings up the error "ERROR: Timeout: the ListRecords response took too long error when trying to open MARC map for a collection"

Applies to

• Digital Collection Gateway
• CONTENTdm

Resolution

This error can be caused by a large number of deleted repository records appearing at the beginning of an OAI server response to the &verb=ListRecords command. You can test this by running the command <OAI server base URL>?verb=ListRecords&metadataPrefix=oai_dc in your browser. If you see entries with <header status="deleted"> in them then this is likely the issue. Contact OCLC Support with your Institution name, repository URL and the collection name that is experiencing the issue to get it fixed.

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