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

Last updated: Mon, 04 Jan 2021 19:07:59 GMT

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](https://help.oclc.org/Metadata_Services/Digital_Collection_Gateway/Troubleshooting/) with your Institution name, repository URL and the collection name that is experiencing the issue to get it fixed.