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 with your Institution name, repository URL and the collection name that is experiencing the issue to get it fixed.

Page ID

35987