
ms:database media error when charging item with exceptional status

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.1.2
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Bug Report for

Module: Media Scheduling

Release(s) replicated in: 6.2-7.2

Server Platform(s) affected: Solaris

Expected Results: To receive a meaningful error when an item can't be booked.

Actual Results:

Symptoms

* If a media item has a status of In Process (or other exceptional statuses) applied, staff receives a database media error upon trying to book.

Defect Status

Issue 16384-2513 / VYG-254 is resolved for Voyager 8.1.2 and higher.

Replication Steps

1. In Cataloging, apply In Process status (or any exceptional status) to a media item.
2. In Media Scheduling>Bookings create a new booking or pickup
3. Enter patron information and times
4. On media tab, add media item from step 1.
5. Receive Database Media Error!

*If there are multiple items attached to the mfhd and only one has a Not Charged status or no exceptional statuses applied, it will let you book the item with the exceptional status. But, you will not be able to charge the booking.

Other information:

Following error is written to log.voyager:

```
mediasvr[12361] - ERROR - Wed Jul 23 16:07:54 2008
```

```
- SQLError - search_sql__ppc.cxx[118]
```

```
Error code: -911 message="ORA-00911: invalid character"
```

```
mediasvr[12361] - THEWORKS - Wed Jul 23 16:07:54 2008
```

- SQLError - search_sql__ppc.cxx[144]

Function code: 0 query="select m.media_schedule_id ,m.confirm_no ,b.title ,si.item_id
,decode(i.temp_location,0,perm_location,___null,perm_location,temp_location) ,mf.location_id ,m.booking_start
,m.booking_end from media_schedule m ,item i ,bib_text b ,mfhd_master mf ,media_schedule_item si where
((((((si.mfhd_id=:b0 and si.media_schedule_trans_type_id=1) and si.media_schedule_id=m.media_schedule_id) and
si.item_id=i.item_id(+)) and si.mfhd_id=mf.mfhd_id(+)) and si.bib_id=b.bib_id) and (((m.booking_start between
TO_DATE(:b1,'YYYY-MM-DD HH24:MI:SS') and TO_DATE(:b2,'YYYY-MM-DD HH24:MI:SS') or m.booking_end between
TO_DATE(:b1,'YYYY-MM-DD HH24:MI:SS') and TO_DATE(:b2,'YYYY-MM-DD HH24:MI:SS')) or (TO_DATE(:b1,'YYYY-
MM-DD HH24:MI:SS')>m.booking_start and TO_DATE(:b2,'YYYY-MM-DD HH24:MI:SS')<m.booking_end)) or
(m.booking_start>TO_DATE(:b1,'YYYY-MM-DD HH24:MI:SS') and m.booking_end<TO_DATE(:b2,'YYYY-MM-DD
HH24:MI:SS'))))"

Category: Voy Media Scheduling

- **Article last edited:** 10/8/2013