
MS: Blocked when booking equipment

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.1
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Problem Symptoms:

* Patrons are blocked when placing Media equipment bookings if no matrix exists. And, for some workflows, bookings are blocked when a matrix does exist.

* Receive message: "Requester is not authorized to book equipment of type "

Cause:

This behavior is a result of Issue 16384-22401 / VYG-2499.

Resolution:

Issue VYG-2499 is fixed for Voyager 9.0.0 and higher.

Additional Information

Replication steps:

Patron Barcode KIT (Patron Group=Staff)

Example 1.

Media System Administration > Media Scheduling > Policy Groups > Matrices? > no matrix selected for Staff/AV Cart:
{All}/{All} Matrix allows bookings.

Workflow 1:

Select Add... > Equipment > AV Cart

Select specific Equipment item

Double click OR

Click on blue arrow to select specific item

Receive "Requester is not authorized to book equipment of type AV Cart." error message.

Workflow 2:

Equipment Number or Barcode > enter Barcode.

Select add by barcode

Receive "Requester is not authorized to book equipment of type ." error message.

Workflow 3:

Select Add Type... > Equipment > CD Player > OK

Receive "Requester is not authorized to book equipment of type AV Cart." error message.

Workflow 4:

In WebVoyage > Media Equipment Booking

Select AV Cart

Click Submit

Receive "The selected equipment cannot be picked up or delivered. Please select a different piece of equipment from the list." error message.

Example 2

Media System Administration > Media Scheduling > Policy Groups > Matrices? > matrix selected for Staff/CD Player allows bookings.

Workflow 1:

Select Add... > Equipment > CD Player

Select specific Equipment item

Double click OR

Click on blue arrow to select specific item

Equipment is added without error.

Workflow 2:

Enter Barcode

Select add by barcode

Receive "Requester is not authorized to book equipment of type ." error message

Workflow 3:

Select Add Type... > Equipment > CD Player > OK

Equipment is added without error.

WebVoyage allows bookings without error.

Workaround:

Create specific matrix for Item Type / Patron Group combination and use workflow 1, 3, or create bookings via WebVoyage.

Category: (Voy Media Scheduling)

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