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## CS: Some patrons unable to place Call Slip requests

- **Article Type:** General
  - **Product:** Voyager
  - **Product Version:** 8.2.0
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### Problem Symptoms

- Some patrons cannot place Call Slip requests via OPAC.
- Eligible patrons receive "No items are available for CallSlip requests"

### Defect Status

Issue 16384-21649 is not replicable in Voyager 8.2.2 and higher.

### Replication steps

1. In Circulation, find a test patron & item.
2. In SysAdmin, ensure matrix for item?s policy definition allows Call Slip requests for patron?s patron group and item?s item type.
3. In the policy definition for the OPAC Circ Desk, ensure there are no Patron Rules set for specific Patron Groups, and set the (all) rules to allow "Place Call Slip Requests Using The OPAC"
4. In WebVoyage, log in as test patron, and find test item.
5. Click Request and choose Call Slip.
6. Request receives "Your patron initiated request failed. No items are available for CallSlip requests"
7. Log.voyager shows:

```
opacsvr - ERROR - Mon Mar 18 15:46:52 2013  
- checkChargeLimitItemPolicy - trns_sql_ppc.cxx  
patron group policy not found for patron group Id: 4 and Circ Group Id : 32  
opacsvr - ERROR - Mon Mar 18 15:46:52 2013  
- ValidateCallSlipItem - req_sql_ppc.cxx  
checkChargeItemLimits() failed  
opacsvr - ERROR - Mon Mar 18 15:46:52 2013  
- SQL_GetValidItems - req_sql_ppc.cxx  
ValidateCallSlipItem failed
```

### Workaround

Set rules for each Patron Group in the circ policy individually rather than relying on (all) rules.

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- **Article last edited:** 08-Oct-2013