
Self-check: "Unable to loan/renew item" (with item process status)

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Problem Symptoms:

The message "Apply to loans desk - Unable to loan/renew item" appears at a self-check station when the item has an item processing status. (The user cannot acknowledge the alert as staff can at the Circ desk, so the alert is in effect a block.)

Cause:

The xxx50 tab_sip2_alert lacks a line with "N" in column 4 to prevent the alert from applying to items with this item process status.

Resolution:

Place the following line in tab_sip2_alert:

```
##### ## ##### N 00
```

and restart the sc_server.

Additional Information

Note: The tab_sip2_alert header says "The table defines the values for the selfcheck fields alert and alert type for items returned at a selfcheck station....". This is incorrect. the table applies equally to loans. A request has been made to correct the tab_sip2_alert header.

Category: Circulation (500)

- **Article last edited:** 10/17/2014