
CIRC: In transit details disappearing after recall has been cancelled

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.2
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Problem Symptoms:

If a hold/recall is cancelled when the item is In Transit On Hold to its destination location, the item no longer displays any From/To location information.

Cause:

This behavior is the result of Issue VYG-4434 / 16384-8305.

Resolution:

VYG-4434 is currently in Development.

Additional Information

Replication steps:

1. Charge an item to patron A.
2. Place a recall on this item for patron B, with a pickup location of 1.
3. Discharge the item at location 2 ? if you view In-Transit Details now, you?ll see the From is blank, but the To correctly reflects location 1.
4. Cancel the recall for patron A ? if you view In-Transit Details now, you?ll see that both the From and To are blank.

Other information: Neither the From or To in this example are covered by the gap scenarios listed in the documentation (Circ User?s Guide pg.7-19).

Category: Circulation

- **Article last edited:** 5/15/2014