
Special character in patron list not recognized

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

* When typing a name containing a special character (umlaut) in the patron list, no results are displayed.

Example

M?ller - no results

Mueller - finds results

* Searching in Keywords does find the correct name

Cause:

wrong configuration of `./xxx50/tab/path_convert`

Resolution:

File `./xxx50/tab/path_convert` contains the following

```
$xxx50_dev/xxx50/tab/tab_filing $xxx01_dev/xxx01/tab/tab_filing
```

File `./xxx01/tab/tab_filing` does not contain section 55, relevant to create the correct borrower-name-key.

The correct section is included in file `./xxx50/tab/tab_filing`.

Example `./xxx50/tab/tab_filing`

```
55 char_conv BORROWER-NAME-KEY
```

```
55 to_lower
```

```
55 pack_spaces
```

1. Remove line starting with `$xxx50_dev/xxx50/tab/tab_filing` from `./xxx50/tab/path_convert` to activate file `./xxx50/tab/tab_filing`
2. Restart PC Server
3. Run service Creating Filing Keys for Names (manage-64) for table Z303
4. Run service Build patron indexes (cir-25)

NOTE: take care, that you do not use option "Delete all" in service manage-64, this will delete all filing keys (for table Z70 (vendor), Z700 (ILL supplier name), Z308 (Patron ID encryption) and Z108 (Course name))

Category: Circulation (500)

Subject: Patrons

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