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## Patron Loader (file-20) does not process any patron data

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 18.01
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### Problem Symptoms:

- \* The Patron Loader (file-20) does not import any patrons although there should be several updates
- \* No errors in the log file
- \* The log file shows

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Processed RECORD 000000  
Processed MATCHED 000000  
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### Cause:

The customer ftp script transferring the PLIF import file to \$alephe\_scratch/ failed due to error "HTTP 404", thus resulting in an empty input file.

### Resolution:

If you use internal ftp scripts to provide input files for the Patron Loader, make sure, that there are no connection problems and check, whether the input file was created properly.

**Category:** Circulation (500)

**Subject:** Patrons

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- **Article last edited:** 10/8/2013