
Unable to delete patron when patron data missing from PATRON table

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.0.0
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Problem Symptoms:

- * Unable to delete patron group in SysAdmin; receive message "This patron group cannot be deleted because it is being used in a patron barcode record."
- * After identifying barcode, note that patron data is missing from patron record
- * Unable to retrieve patron in Circulation client
- * Last name is a question mark (?)
- * Suspect patrons may have been added via Patron Self-Registration (PSR)

Cause:

Patron name information had somehow been removed or were never recorded.

Resolution:

If you observe these symptoms, open a support incident via eService so Voyager Support can investigate.

Category: Circulation

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