
Patrons not receiving courtesy notices by mail

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
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Problem Symptoms:

- * Patrons are not receiving their courtesy notices by e-mail
- * The job is running and output is successfully produced
- * but it seems as the system is picking up the wrong notice. It is picking up the 'normal' notice which would usually be printed and has table etc. We would expect it to pick up the 'plain' notice - so 'plain-loan-notice-letter.xml'

Cause:

xml error due to duplicate named templates (this error can be seen when trying to *print* the notification file with print configuration "Preview"):

```
Error at xml:template on line 26 of file:/C:/Aleph/ALEPH_~1/alephcom/files/xxx50/PrintTemplates/eng/funcs-bib-info.xml:  
XTSE0660: Duplicate named template (see line 303 of  
file:/C:/Aleph/ALEPH_~1/alephcom/files/xxx50/PrintTemplates/eng/funcs-free.xml)  
Failed to compile stylesheet. 1 error detected.
```

--> template "bib-info-hdr" exists both in funcs-bib-info.xml and in funcs-free.xml

Resolution:

1. Remove section ="bib-info-hdr" from xxx01/form_eng/funcs-bib-info.xml

```
<xml:template name="bib-info-hdr">  
<xml:call-template name="table-open-full"/>  
<td width="100%" colspan="2">  
<xml:call-template name="bib-info">  
<xml:with-param name="line" select="./bib-info"/>  
</xml:call-template>  
</td>  
<xml:call-template name="table-close"/>  
</xml:template>
```

2. Run util i/6 to create a new print templates package

Category: Circulation (500)

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