
Cancelled Call Slip Requests do not move to archive

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 7.2.5
-

Problem Symptoms:

After running circjobs 8 and 19:

*Call slips remain in the call slip table

*Call slips display in My Account in WebVoyage.

Cause:

Archive period has not been reached.

Resolution:

1. Go to SysAdmin>Call Slips>Queues>Edit
2. Check the Archive Period.

Additional Information

Circjob 8 will not archive cancelled call slips until the Archive Period is reached. Request will display in the patron's My Account information with a status of cancelled.

Category: Call Slip

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