

Error Message After Customer Logs into OPAC

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

Patron has past-due book that has not been returned to the library.

Upon log in, an error message appears:

"The requested file was not found on the server

Please contact the library administration and inform them about this problem"

Cause:

The file under alephe/www_f_Ing/patron-notice file is missing

Resolution:

1. Add the patron-notice file to the directory alephe/www_f_Ing/
2. Run util x/7
3. Restart the WWW server

Category: Circulation

Subject: Patrons

- **Article last edited:** 3/11/2014