
Voy/Primo: Primo My Account not displaying loans

- **Product:** Voyager
 - **Product Version:** 8.2.2
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Problem Symptoms

- Recently upgraded to Voyager 8.2.2
- In Primo, does not display current loans in My Account

Cause

vxws.properties does not have updates in the most recent version.

or

vxws.properties is empty.

Resolution

If vxws.properties is empty:

1. `cd /m1/voyager/xxxdb/tomcat/vxws/context/vxws/eng`
2. `cat vxws.properties`
3. vxws.properties should have configuration settings for vxws. If you do not see these settings in the file, `mv vxws.properties vxws.properties.{date}`
4. `cd ../`
5. `cp -p exl_default/vxws.properties eng/vxws.properties`
6. `cd eng`
7. `diff vxws.properties vxws.properties.{date}`
8. Apply any customizations you wish to retain from vxws.properties.{date} to the new vxws.properties file.

If vxws.properties has not been updated to the most recent version, follow steps 3-8 above.

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