

Unable to delete patron when call slip counter non-zero

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.0
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Problem Symptoms

Unable to delete patron records showing outstanding call slip request in call slip counter

Cause

Patron call slip counter incorrectly incremented; no corresponding active call slip request.

Resolution

1. On server, check circjob.log in /m1/voyager/xxxxdb/rpt to ensure circjobs are not running simultaneously.
 2. If circjobs are running simultaneously or overlapping, adjust crontab/workflow to prevent this.
 3. Verify that there are no outstanding request for patron in Call Slip client. (Alternatively, check CALL_SLIP table for rows with matching PATRON_ID for patron.)
 4. [Open a Case with Support](#) (Support Portal login required) to request assistance in correcting call slip counter.
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