

vxws: confusing error message when call slip fails

- **Product:** Voyager
- **Product Version:** 8.1.1

Symptoms

When PDS formats `group_id` as `group-id` when submitting a Call Slip request via RESTful API, Voyager returns “Item is on order” rather than an error message indicating there is a problem with the API request.

Defect Status

Issue 16384-20305 / VYG-4595 is currently in Development.

Replication Steps

1. In Primo `<institution>_primo.tags` file, set `v-group-id=group-id`
2. Identify a test patron and item, and in Voyager SysAdmin, ensure that Call Slip is allowed in the policy matrix.
3. Submit a call slip request via Primo interface, or by manually submitting PUT request:

`http://<ip>:<port>/vxws/`

`record/<bib_id>/items/<item_id>/callslip?patron=<patron_id>&patron_homedb=1@ABERDB20020722161758&patron_group=<patron_group>`

```
<?xml version="1.0" encoding="UTF-8"?>
<call-slip-parameters>
<comment>testing callslip request</comment>
<dbkey>1@[DBKEY]</dbkey>
<reqinput field="1">Volume</reqinput>
<reqinput field="2">Issue</reqinput>
<reqinput field="3">Year</reqinput>
</call-slip-parameters>
```

XML response:

```
<response>
<reply-text>Failed to create request</reply-text>
<reply-code>25</reply-code>
<create-call-slip>
<note type="error">The item is on order.</note>
</create-call-slip>
</response>
```

4. Note type field is what displays in Primo.
5. Now either trim the `patron_group` parameter from the URL, or set `<institution>_primo.tags` file, `v-group-id=group_id`
6. (underscore instead of hyphen in `group_id`)
7. Resubmit same request. XML response:

```
<response>
```

```
<reply-text>ok</reply-text>
<reply-code>0</reply-code>
<create-call-slip>
<note type="">Your request was successful.</note>
</create-call-slip>
</response>
```

Workaround

Ensure <institution>_primo.tags file has v-group-id=group_id

- **Article last edited:** 16-Mar-2015