
OPAC-submitted Hold request slips not printing

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 17.01
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Description:

Hold requests submitted through the Web OPAC by patrons are not printing at the circulation desk. We are not able to page materials for use.

Resolution:

I found that the abc50 ue_06 (Request Handling daemon) had stopped for some reason. I used util e/6 to restart it.

You should find that the hold requests are now being processed and printed.

If ue_06 is running, then check the xxx50/run_e_06 log to see if you see these items.

Also, check the z37_print_status of the z37 OPAC Hold requests is being changed to "P". (As described in KB 3925, this one of the things ue_06 does.) If so, as a test, try specifying a different printer.

Additional Information

faq

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