
ACQ/WebV: Unreceive issue prevents issue display for all copies

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.2
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Description:

Issue number: 16384-20897

Module: Acquisitions, WebVoyage

Server platform affected: all

Releases replicated in: 7.0.1 – 8.2.0

Last version without bug: n/a

Expected results:

If multiple copies of a serial are received, and one copy is subsequently unreceived, the other copies will still display in OPAC.

Actual results:

If multiple copies of a serial are received, and one copy is subsequently unreceived, other copies will not display in OPAC until the unreceived copy is received again.

Workflow implications: Holdings display is inaccurate; patrons cannot see all issues held at the library.

Replication steps:

In Acquisitions, find or create a purchase order for a serial with multiple copies for two locations.

Create a new component for the serial and start a prediction pattern.

Begin by checking in several copies for both locations.

In WebVoyage, ensure that 1020 code is enabled in displayHoldings.xml and find the serial record.

Note that all issues display for both locations.

Now in the Serials History window in Acquisitions, highlight an issue for one location and click Unreceive.

Find the record again in WebVoyage. Note that this issue no longer displays for either location.

Back in Acquisitions, check the unreceived issue in again.

Note that the issue now displays for both locations again.

Workaround: If you use the Accept ... button at serials check-in and choose only the location you have an issue in hand for to receive the issue, the issue will display for that location. If you have already Unreceived an issue, you must check the issue in again for it to display at other locations.

Resolution:

Fixed in Voyager 8.2.2.

- **Article last edited:** 18-Nov-2024