

VXWS: My Account Loans limit

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

Symptoms

cannot limit number of charged items retrieved for a patron; if the patron has many items charged out, receive an error message when viewing the patron record in Primo

Defect Status

Issue 16384-16674 is resolved for Voyager 8.2.0 and higher (with Primo 4.2 and higher).

Replication Steps

- In Primo, log in as a patron that has many (approximately more than 150) charged items.
- Receive the following error: "We're sorry, but an unrecoverable problem was detected trying to call the ILS system. Try again later."

Workaround

In Primo's Back Office increase the following setting: Primo Home > Advanced Configuration > All Mapping Tables > ILSG Configuration > Timeout.

- **Article last edited:** 23-Mar-2015