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## Later Print Output Repeating Earlier Print Output Details

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 16.02
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### Description:

Staff is reporting that when they check in items with receipt turned on, the same receipt prints for each book. Usually, the receipt that prints is one for an earlier item that was checked in so it contains the wrong information.

That is, I check in a book for Joe and get a receipt. When I check in books later for other patrons, I get a copy of the previous receipt that printed for Joe.

### Report from a second site:

In Circulation, staff member accepts payment for a fine for the first time that day, prints a receipt at the payments workstation; for every subsequent patron for whom they print a receipt, the incorrect first patron's receipt repeats! (If they try getting out of the Circ session, rebooting the workstation, the problem continues. If they try using a different workstation, after printing the first receipt, the same problem occurs.) Similarly, in Acquisitions, staff member arrives the first order, prints an arrival slip; for every subsequent arrived order, the first order's arrival slip comes up!

### Resolution:

This was a new install on a workstation and the PC permissions had not been set up correctly.

In order for ALEPH to fully function in Windows XP, you have to install the GUI client as administrator. The directories and files are then owned by the administrator.

[1] the user must be logged into Windows XP with Administrator privileges

OR

[2] if the user is logged in with anything less than Administrator privileges, then the [C:\AL500](#) folder AND the [C:\temp\Aleph](#) folder (set in \AL500\VALEPHCOM\TAB\VALEPHCOM.INI, 2 places: [Main] > TempDir and [Print] > TempDir) must both be given full privileges. The AL500 folder must be shared with all relevant users of that machine so that the GUI can write to it under their accounts

The latter can be accomplished from an administrator's account, by right-clicking on the AL500 folder, selecting "Properties", choosing the "Sharing" tab and selecting the desired options (read/write/execute/etc to that directory and all subfolders). If the folder is to be accessed over a domain, the folder must be shared with domain users as well.

If this is not set up correctly, then it can cause the following problems:

[1] In Circulation, a staff member accepts payment for a fine for the first time that day, prints a receipt at the payments workstation. For every subsequent patron for whom a receipt is printed, the first patron's receipt form data is repeated! (Exiting the Circ session and rebooting the workstation does not solve the problem.)

[2] In Acquisitions, a staff member receives a first order and prints an arrival slip. For every subsequent order received, the first order's arrival slip form is repeated!

It is possible to set the necessary privileges in a batch file, for example:

```
cacls C:\al500 /T /E /G "Authenticated Users":C
```

It uses the 'cacls' utility that comes with XP. From a command line, it adds the "authenticated users" group with the ability to read/write/execute in the cited folder (the C at the end means change, i.e., read/write/execute). It's better to use

"Authenticated Users" than "Everyone" because the latter group includes the anonymous logons.

PLEASE IGNORE:

global-91

Windows XP

administrator

local

login

privileges

shared

folder

temp

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## Additional Information

[faq](#)

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