
Message "Unable to find item", trying to locate item barcode b64266

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
-

Description:

We get the message "Unable to find item" in the GUI Circ, trying to locate item barcode b64266.

Resolution:

SQL can find this item OK:

```
abc50@ALEPH18> select z30_rec_key from z30 where z30_barcode = 'b64266';
```

```
**** Hit return to continue ****
```

```
Z30_REC_KEY
```

```
-----
```

```
000363635000010
```

I'm thinking the problem could be with barcodes beginning with a lowercase "b", such as the following: ...

[From site:] I changed one item's barcode to start with 'B' and it loaned perfectly fine. It also appears that the uppercase is understood in the Item barcode field - just like with patron barcode fields.

Jerry used this SQL to correct these:

```
SQL> update z30 set z30_barcode = 'B' || substr (z30_barcode,2,29) where z30_barcode  
like 'b%';
```

```
SQL> commit;
```

Be sure to run the file-03 Service on the z30 and contact Ex Libris Support before doing any such update on your own items.

See the article " GUI Circ: "Unable to find item" error -- even though the barcode *does* exist " for a different cause.

- **Article last edited:** 7-Feb-2017