
QuickSets not Inherited for authenticated users

- **Article Type:** General
 - **Product:** MetaLib
 - **Product Version:** 3
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Description:

Recently Created Institutional Remote Authenticated Users are not inheriting INST-ENG QuickSets. What is the reason for that?

Resolution:

Looking at the `www_server_m_4331.log`, we can see that the portal field for a newly authenticated user is empty:

```
PDS_HANDLE=22920059430140122200594309  
bor lib : INS01  
bor id : PATRON354  
bor ins : VVV  
bor group :  
con lng : ENG  
bor portal:
```

The "bor portal" field is empty thus far and therefore the QuickSets are not "inherited" (they are assigned at the portal level within Metalib 3.13).

There is a known resolution for this issue included in the 3.13 Service Pack. The 3.13 Service Pack requires Apache and the `metalib_shutdown` (for the web, search and Z39 servers) to avoid data conflicts, but Oracle stays up throughout. The Service Pack generally takes approx. 5-10 minutes to run start to finish and follows the standard ALEPH Service Pack methodology (a consistent, standard Service Pack of known fixes that can be applied with minimal downtime and can be released on a regular schedule).

Additional Information

PDS,User Attributes,Portal

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