
Selected Patron Groups Unable to Place Call Slips

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 7.2.1
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Description:

Bug Report Form for Issue 16384-11234

Module(s): WebVoyage, Circulation

Server platform(s) affected: Solaris, Linux

Browser & version (if applicable): FF3, IE7

Release(s) replicated in: 7.2.1 with July 20 hotfix

Last version without bug (if applicable): 7.2.1

Expected results:

To be able to place requests in the OPAC.

Actual results:

Patrons are unable to place requests even though they are supposed to be able to as set in the Happening Location's Policy Definition.

Replication steps:

1. OPAC circ desk has its own policy definition.
2. Item is in A circ group
3. Patron is ATEST Patron Group.
4. In OPAC circ group, there are no specific rules for ATEST. But, the ALL settings allow for call slips
5. In A Circ group, ATEST/book matrix allows call slips.
6. Patrons get "no requests available" message in OPAC

Workaround:

In A circ group, remove the patron rules for the ATEST patron group and make sure that Call Slip is selected in the ALL patron settings for the A circ group, then the patron can place call slips in the circ group.

Resolution:

- **Article last edited:** 3/5/2015