
Cannot Create Patrons ("Unable to find global patron information").

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

We had difficulties running our PLIF, we received an Oracle 'not unique' error. We exported table z308 using service file-03 to check it. We found many errors in the table. We fixed the errors and imported the table using service file-04.

After importing the table we are unable to create new patrons. We can access old patron records just fine. When we try to create a record, we get the error "Unable to find global patron information". The newly added record appears in the patron list, but we are unable to load it into the GUI and receive the same error "Unable to find global patron information"

Resolution:

Checking with util a/17/14 we found that the z308_id Oracle index was absent. When we attempted to build it with util a/17/2, we got the message "cannot CREATE UNIQUE INDEX; duplicate keys found".

Using util a/17/18 we were able to build a non-unique index; to delete the duplicates; and to build a unique z308_id.

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