
OvP: Recalls do not work consistently in Primo

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.1.2
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Description:

Bug Report Form for Issue 16384-17329

Module(s): VXWS, OvP

Server platform(s) affected: AIX, Linux, Solaris

PC OS (if applicable): N/A

Browser & version (if applicable): Any browser capable of parsing XML

Release(s) replicated in: 8.0.0, 7.2.5

Last version without bug (if applicable): Unknown

Expected results: The ability to place recalls through OvP's Recall APIs should perform in the same way as does WebVoy?ge

Actual results: Recalls in OvP are inconsistent with WebVoy?ge and other Voyager clients

Workflow implications: Libraries using Primo or a different discovery layer may be unable to place recalls

Replication steps:

1. Locate the bibliographic information for an already-charged item in Circulation or Cataloging, make note of the item type
2. In Circulation, locate a patron who is currently able to place recall requests. Make note of the patron barcode's group
3. In SysAdmin, under Circulation -> Policy Definitions, select the policy group which contains the holding location for the item in step 1
4. Under the Matrix tab, choose the "all/all" row, and ensure that "Recall" is unchecked
5. If you needed to toggle the checkbox in step 4, completely stop and start Voyager (as root): "cd /etc/init.d", ". /voyager stop", ". /voyager start"
6. Using Primo, log in as the patron identified in step 2, search for the record identified in step 1 and load the "Requests" tab. Recall will not be one of the options
7. Load WebVoy?ge, log in as the same patron and search for the same item. You should be able to click on "Make a Request", then "Recall" and successfully place a recall request

Workaround: Go to SysAdmin>Circulation>Policy Definitions>Edit>Matrix Tab>(all)/(all) Matrix (it should be the first one listed)>Modify>check Recall. You have to leave this box checked in order for recalls to work.

Resolution:

Fixed VXWS, OVP in Voyager 8.1.2

- **Article last edited:** 3/16/2015