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## Shelfcheck:recall items count is always 0

- **Article Type:** General
  - **Product:** Voyager
  - **Product Version:** 8.1.1
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### Description:

Bug Report Form for Issue 16384-15985

Module(s): Self Check

Server platform(s) affected: Solaris

Release(s) replicated in: 8.0

Last version without bug (if applicable): N/A

### Expected results:

Message 64 should send the "Recall Items Count" of recalled items the patron has available on the hold shelf.

### Actual results:

The "Recall Items Count" is not sent as part of message 64, though the "Hold Items Count" is.

Workflow implications: A patron may have items available to pick up, but it is not reflected in the 64 message sent by Voyager.

### Replication steps:

1. Create a recall request for a patron and discharge the item so that it is on the hold shelf.
2. Below is an example of a patron that has an item that fills a hold request on the hold shelf and an item that fills a recall request on the hold shelf. Only the "Hold Items Count" is populated.

Selfchk Port: 7031

Selfchk User: self

Selfchk Password: check

Selfchk Location: SELF

BEGIN Login

SENDING: 9300|CNself|COcheck|CPSELF

RECEIVING: 941

SENDING: 9900802.00

RECEIVING: 98YYYYYN99800320110818 0906152.00AO|BXYYYYYNYYYYNNNNYN|

END Login

BEGIN Stanza Loop

SENDING: 6300120110816 090215 AO|AAMUCHA|AC|AD|BP|BQ|

RECEIVING: 64 00020110818 090615000100000002001200000000AO|AAMUCHA|AEMaggie

Mucha|CA0001|CB0001|BLY|BHUSD|BV0.00|CQY|BU66736|AFPatron validated successfully.|PTFAC|

END Stanza Loop

### Resolution:

Fixed in the selfchk server and circ server for 8.1.1.

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