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## Form Sublibrary Address Empty (Trouble-Shooting Misc Library Address Problems)

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20, 21, 22, 23
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### Description:

When running p\_cir\_51 Overdue Notices, the sublibrary name and address is not displaying on some of the notices. The parameters of the job have 'All' checked for sublibrary. The notices that have retrieved items from one sublibrary display the name and address. However, the notices that have retrieved items from different sublibraries do not display the name and address.

### Resolution:

In this case, there was no ADM library entry (XXX50) for the form in ALEPHE/TAB/tab\_sub\_library\_address or XXX50/TAB, only specific sublibrary entries and a "#####" global entry. Adding the XXX50 entry and removing the "#####" entry solved the problem.

### RECOMMENDATIONS:

[1] Unless you have a good reason for keeping a XXX50/TAB version tab\_sub\_library\_address, use ONLY the ALEPHE/TAB version and, to avoid confusion, delete any occurrences in ALL other TAB directories.

[2] If you must have copies of the tab\_sub\_library\_address file in both ALEPHE/TAB and XXX50/TAB (an option since v16), think of the 2 files as one and always use exclusive address numbers in form\_sub\_library\_address (for example, #2 addresses might only appear in ALEPHE/TAB) .

Note that emailed form Subject lines come from XXX50/form\_description.eng and are subject to the same restrictions as form\_sub\_library\_address. XXX50/form\_print\_method also has the same restrictions, but is only used for a few forms.

### TROUBLE-SHOOTING

[1] Is the specific form name entered correctly in XXX50/TAB/form\_sub\_library\_address? Pay special attention to numbers added at the end, such as "-08".

[2] Where is/are your tab\_sub\_library\_address.eng file(s)? (XXX50/TAB, ALEPHE/TAB, both, or more)

[3] If you have multiple versions of tab\_sub\_library\_address.eng , use the combination of columns 1 and 2 as the basis for comparison and determine if there any overlap between versions.

[4] Do all the forms you use have matching lines in form\_sub\_library\_address? When there is no line specifically defined for a form AND there is a default address for the sublibrary AND a default address for '#####', BOTH the sublibrary and the '#####' default addresses will be output.

[5] Each address can be up to 50 characters per line, and up to 10 lines in length.

### POSSIBLE SUBLIBRARY CODES:

##### - use as the LAST entry to provide a default address when no other address is provided (for trouble-shooting purposes, it should be different from all the other addresses). Only type #1 is necessary, since it is the default address of last resort. Also, be careful. It will print any time that a form has no defined address format in form\_sub\_library\_address – even if another default address also outputs (say, for the sublibrary).

XXX50 – used when more than one sublibrary is involved

Sublibrary code – used on some forms when a specific sublibrary is involved

Order unit code – used in place of sublibraries if order units are activated (tab100 : USE-ORDER-UNIT=Y).

ORDER RULE = tab\_sub\_library\_address files are checked in the following order:

- [1] XXX50/TAB – an address with the type defined in form\_sub\_library\_address.
- [2] ALEPHE/TAB – an address with the type defined in form\_sub\_library\_address.
- [3] XXX50/TAB – an address with the default type ("1").
- [4] ALEPHE/TAB – an address with the default type ("1").
- [5] USM50/TAB – an address with the default type ("1").

#### KNOWN PROBLEMS AND CAUSES:

[1]  
Problem: Defaults to the tab\_sub\_library\_address.eng format 1 for the sublibrary, according to the order rule above.  
Cause: Form name does not appear in or is incorrectly entered in XXX50/TAB/form\_sub\_library\_address.  
For example, the correct form for loan-recall-1 is loan-recall-1, not loan-recall-01. Some forms use "01", some use "1", and some cannot use a number.

[2]  
Problem: Defaults to the tab\_sub\_library\_address.eng format 1, according to the order rule above.  
Cause: No address appears in either tab\_sub\_library\_address.eng for the sublibrary.

[3]  
Problem: Address appears correctly on loan-recall-n but other forms have no address.  
Cause: Both tab\_sub\_library\_address files exist, but the correct address appears only in XXX50/TAB/  
tab\_sub\_library\_address.eng.

[4]  
Problem: Address appears correctly on all forms EXCEPT loan-recall-n, which has no address.  
Cause: Both files exist, but the correct address appears only in ALEPHE/TAB/tab\_sub\_library\_address.eng.

[5]  
Problem: Address appears correctly in loan-recall-n printing, but the other forms print the address twice.  
Cause: The correct address appears both in ALEPHE/TAB and in XXX50/TAB tab\_sub\_library\_address.eng.

[6]  
Problem: No address appears even though the "sublib-address" function is called in the XSL form.  
Cause:

#### SPECIFIC FORMS AND THE ADDRESSES THEY USE:

cash-summary (CIRC>Patron Tab>Cash>Print button) and debt-notice-letter (Services>Cash Transactions>Notice to Patrons Owing Money, cash-06) which provide an overview of all existing transactions or debts, use the default XXX50 address, and do not allow selection of a specific sublibrary.

Overdue-summary-n and bor-list (borrower list) default to the XXX50 library when items from multiple sublibraries appear. Forms like cash-user-letter (cash-05), which offer the option of selecting an individual sublibrary, print with the individual sublibrary address, if

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