
Selfcheck: "Apply to Circulation Desk - Unable to loan/renew item"

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

Selfcheck machine with SIP2 will not loan items.

Our self-check machine is connecting to the SIP2 server. We can see in the log that the item and patron information is being read correctly. However, an error message is returned each time we attempt to loan an item on the selfcheck machine. The error message is "Apply to Circulation Desk - Unable to loan/renew item" (0034 from ./error_eng/sc_global).

The patrons I have tested have no delinquencies, and the items are regular books. I have no problem loaning these items in GUI circulation module.

I have configured xxx50/tab/tab_sip2.conf and xxx50/tab/tab_sip2_translate. The correct IP address for the selfcheck machine is in spc/spc50/tab/tab_attr_sub_library.

Can you determine why I am unable to loan items?

Resolution:

The sc_global program wants to check the ip address of the self-check machine in tab_attr_sub_library.

It may be that the ip address which shows in the log is not included in the \$data_tab/tab_attr_sub_library (or the \$alephe_tab/tab_attr_sub_library).

If it's not, add it and restart the sip2 server.

Note: The " *.*.* " entry should be at the **end** of the table, *after* all of the specific IP addresses.

Note 2: This message can also occur if the loan fails one of the LOAN or SIP-LOAN checks (in tab_check_circ).

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