

No location displays in calculated availability line after RTA

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Problem Symptoms:

No location displays in calculated availability line after RTA.

Cause:

Incorrect scope code - Institution search scope code should be the same as institution code

Resolution:

1. Go to Primo Back Office - Ongoing Configuration Wizards > Pipe Configuration Wizard > Scope Values Configuration
2. Create a new institution scope with the code of the institution of the view
3. Add new scope to the view
4. Add new scope to the tab deleting the old one
5. Deploy
6. Return the old scope to the view (if needed) and deploy

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- **Article last edited:** 26-Jun-2016