
ITEM.HISTORICAL CHARGES greater than count of transactions in CIRC TRANS ARCHIVE

- **Product:** Voyager
 - **Product Version:** All
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, Total Care
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Problem symptoms

Count of rows in CIRC_TRANS_ARCHIVE for a particular ITEM_ID is less than the value of HISTORICAL_CHARGES in ITEM table

Cause

Item added to Voyager during initial load with value greater than zero (0) for HISTORICAL_CHARGES.

Corresponding transaction data was not loaded. CIRC_TRANS_ARCHIVE contains data only for transactions completed in Voyager.

Resolution

Verify item was part of initial load. CREATE_DATE and CREATE_OPER_ID will be empty if this is true.

```
SELECT CREATE_DATE  
,CREATE_OPER_ID  
FROM ITEM  
WHERE ITEM_ID=nnnn;
```

If these values are not empty

- This may be the [result of a defect if the installation has or had Media Scheduling](#); or
- Support may need to investigate further; open a Case in the [Support Portal](#).

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- **Article last edited:** 24-Jan-2017