

Portfolios are suddenly deactivated in Alma despite no user intervention

- **Product:** Alma
- **Product Version:** Aug 2018 Release

Description

Portfolios are not deleted or removed from the repository but the portfolios are suddenly inactive.

Resolution

This is most likely due to the "active until" being passed due.

First, check to see if the service the portfolio is attached to has a date for the "Active Until Date" in the Service Editor (Activation tab).

Electronic Service Editor

Collection name: Ebook Central College Complete | Collection ID: 61423633630003811 | Service type: Full Text | Provider package code (DB ID): BJBUR

Service ID: 62423633620003811

Activation status: Not Available Available

Active until date: [Date field]

You can also look at the History tab to see exactly when the deactivation occurred

Electronic Service Editor

Collection name: ProQuest Central | Collection ID: 6160349460001456 | Service type: Full Text | Service ID: 6260349450001456

Date	Operator	Field Name	Old Value	New Value
01/10/2018 11:39:45 PST	0188592	Active from date	2016-12-30	2016-12-29
01/10/2018 11:39:45 PST	0188592	Active until date	2017-12-30	-
01/10/2018 11:39:45 PST	0188592	Availability	Not Available	Available
12/31/2017 21:12:38 PST	System	Availability	Available	Not Available
07/28/2017 15:07:32 PDT	0188592	Active from date	2016-12-31	2016-12-30
07/28/2017 15:07:32 PDT	0188592	Active until date	2017-12-31	2017-12-30
07/28/2017 09:56:08 PDT	0188592	Active from date	2017-01-01	2016-12-31
07/28/2017 09:56:08 PDT	0188592	Active until date	2018-01-01	2017-12-31

Then you can find the job in the History tab of Monitor Jobs.

Monitor Jobs Cancel

Name	Job ID	Job Category	Creator	Submit Date	Start Date	End Date	Status
3 Users SYNCHRONIZE using profile Student Information System	3695741630...	Users	System	12/31/2017 23:00:00 PST	12/31/2017 23:00:00 PST	12/31/2017 23:05:02 PST	Completed Successfully
4 Authorities - Link BIB Headings	3695741100...	Repository	System	12/31/2017 22:00:03 PST	12/31/2017 22:00:03 PST	12/31/2017 22:07:32 PST	Completed Successfully
5 Document delivery files cleanup	3695741090...	Fulfillment	System	12/31/2017 22:00:03 PST	12/31/2017 22:00:03 PST	12/31/2017 22:01:44 PST	Completed Successfully
6 Synchronize Changes from CZ	3695100350...	Data services	System	12/31/2017 21:00:01 PST	12/31/2017 21:00:01 PST	12/31/2017 21:04:41 PST	Completed Successfully
7 Inventory - Electronic Package Activation/Deactivation	3695100340...	Repository	System	12/31/2017 21:00:01 PST	12/31/2017 21:00:01 PST	12/31/2017 21:13:21 PST	Completed Successfully
8 Trials - Start and Notify Participants	3695100330...	Acquisition	System	12/31/2017 21:00:01 PST	12/31/2017 21:00:01 PST	12/31/2017 21:01:41 PST	Completed Successfully
9 MMS - Build Record Relations	3695098560...	Repository	System	12/31/2017 20:00:03 PST	12/31/2017 20:00:03 PST	12/31/2017 20:01:52 PST	Completed Successfully

See that the Electronic Package Activation/Deactivation job will deactivate the portfolios once the "Active Until Date" has passed.

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