

Pptrnextr Patron Extract does not run

- **Product:** Voyager
 - **Product Version:** 8.2.0
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Problem Symptoms

- Patron Extract (Pptrnextr) does not run as expected
- Receive "Please use PpatronExpX in the /sbin directory" message when running Patron Extract.

Cause

-y parameter is required to run Patron Extract (Ppatronextr) in Voyager 8.2.0 and later versions.

Resolution

1. Append the -y parameter to the end of Pptrnextr command, or
2. Use the new PpatronExpX Patron Extract (XML) export service. This can be run from WebAdmin.

Additional Information

See the [Technical User's Guide](#) for more information on the -y parameter and Pptrnextr (Patron Extract)

See the Developer Network for information on the new PpatronExpX [Patron Export Service](#)

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