

Self-Check Machines

Self-check machines allow library users to easily borrow, return, and renew items at conveniently placed self-service stations. In this accelerator kit, you will find content that can help your organization integrate, configure and troubleshoot self-check machines for the most common issues.



Introduction to Self-Check Machine Integrations

If you are new to the concept of integrating self-check machines, please watch the following introductory video:

Media, iframe, embed and object tags are not supported inside of a PDF.

Duration: 6.06 minutes



Before You Start

Ex Libris staff will typically start talking to you about self-check machine considerations during implementation. No matter where you are in the implementation process, you will need to be mindful of the following things:

- Self-check machines can only be configured after the test load delivery has occurred.
 - You need to install and configure Stunnel, a free open source software, before connecting any self-check machines (learn more about Stunnel in our How-to Guide). Installation instructions for Windows and Linux OS can be found in this [article](#)
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How-to Videos

We've created two easy-to-follow videos for you to watch in order to help with configuring self-check machines with Alma via Stunnel.

Configuring Stunnel for Self-Check Machines

- INSERT VIDEO HERE

Obtaining an Alma Certificate File for Stunnel Configuration

- INSERT VIDEO HERE
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Mastering Self-Check Machines

For resolving issues pertaining to Stunnel, please refer to this [troubleshooting article](#).







General Self-Check Troubleshooting Tips

- If you are using a 3M self-check machine, the **checkin** option must be set to **Yes**, due to a 3M requirement for enabling initial communication. If you do not want the check-in action to be allowed, ensure that you block it when configuring your 3M self-check machine. If you do not define the **checkin** option, you will not be able to activate the integration.
- Due dates are not displayed – if this used to work, it might be related to daylight saving times change. The date format in the machine's software should be updated to match the Alma date format. It is also possible to define Alma to return the due date field (AH) without time zone (use `time_format_with_time_zone_in_self_check` customer parameter),
- “Connection timed out” messages in the Stunnel log – add the following line to `stunnel.conf`:
TIMEOUTidle = 86400

- We recommend that, once installation and initial configuration has been completed, that you test to ensure that it is functional. Please refer to our testing instructions which can be found [here](#).

Submitting a Support Ticket

If you cannot find the help you need to resolve your issue, we recommend submitting a support ticket and include the following information:

 <p>.conf file</p> <p>Need to not only check .conf file is set up correctly but this can also be used to confirm what we see in logs.</p>	 <p>Stunnel Error logs</p> <p>This allows us to see what is communicated between Stunnel and Alma. Always share an example barcode and identifier.</p>	 <p>Self-Check Error Log</p> <p>Providing the model number and error logs from the machine allow us to search for similar cases from other institutions.</p>
 <p>Context</p> <p>Has self-check worked before? Are you setting it up for the first time?</p>	 <p>Integration Profile</p> <p>If you have multiple integration profiles configured are all of them failing?</p>	 <p>Does anything still work?</p> <p>Example: New loans work but renewals do not?</p>



Resources

We've collated some useful links for you to assist further with self-check machine integrations. They are divided into 3 main categories – documentation, knowledge articles and developer network content.

Documentation:

[Self-check machines - general article.](#)

[Self-check circulation.](#)

[How does Alma integration with self-check machines?](#)

Knowledge Articles:

[Integrating Alma with Bibliotheca Smartstation Manager.](#)

[Self-check unit not sending 'on hold' letter.](#)

[Self-check - lost and claimed items not included in list of charged items.](#)

[Self-check receipts show wrong titles for barcodes.](#)

Developer Network:

[Self-check integrations - general article.](#)

[Self-check - SIP2.](#)

[Self-check - Stunnel.](#)

[Self-check - troubleshooting.](#)

[3M and FETechnologies with self-check with Alma.](#)

[Self-check web-based application.](#)