

Troubleshooting VDX

1. VDX 3.2.1 – known bug list

Default item formats for chapter requests, Govt publications & conference proceedings load incorrect system defaults	<ul style="list-style-type: none"> ▪ Chapter requests: select an item format of 'part of book' and service type 1 of 'copy' ▪ Conference proceedings select 'book' and 'loan' ▪ Government publications select 'book' and 'loan'.
ISBN search in ILL Request Search screen fails when field contains data additional to ISBN	This may include a price or any other data. The search works correctly only when all the values, such as price, are entered.
Terminate action has flaws.	Use of Cancel action advised. Terminate removed from screen where shipped-indication displays to Requester.
Print request: page breaks not displaying.	Have applied a fix that works for many printers, especially those using HP drivers. Does not work for printers/MFC like Kyocera and Canon.
Requests print onto second page	This results from the fix applied to achieve the above and occurs when users print from the display of a single request.
Desired due date	This may not immediately register with users. The renew action allows the requester to set a desired due date. The system calculates this to the responder minus two days – in effect the due date offset works on both sides of the request when it must work only on the requester side.
CORBA.COM_FAILURE	This results from an incorrect suspension value (unlikely as the value is not available for selection) or as a response from external servers. When the responder uses 'answer non supply' and 'not found as cited' the request moves to not supplied/check manual. Resubmitting the request to other locations on the rota may cause the error to occur. Deleting and recreating the rota should resolve this.
Time stamp discrepancy	This is a known fault with requests parsing between servers. The time stamp can be out by one hour on actions. The request lifecycle processes correctly despite the difference.

2. Display

My browser doesn't allow the whole dropdown menu of search terms to display.	Contact your IT staff or adjust yourself: Start – Settings – Control Panel – Display – Settings – Desktop area (e.g. 1024 by 768).
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3. Processing requests

<p>Te Puna Interloan fails to display a login screen, may display as HTTP 500 error</p>	<p>Web services have failed to stop and start. Contact helpdesk@natlib.govt.nz</p>
<p>Cannot locate title in a Bibsearch</p>	<p>This could arise from incorrect search values, either the wrong field selected or the values input are incorrect. Re-enter the search values. The alternative is you've timed out of Te Puna Interloan (set to 30 minutes). Logout and login again.</p>
<p>Default shipped costs do not populate</p>	<p>This is likely to be because you have a browser setting blocking pop-up boxes. This suppresses the 'Calculating Shipped Costs' box that appears on the Shipping screen before a default cost can display in the Base Cost field.</p> <p>1. Internet Explorer: [based on version 7.0] a. From the menu select Tools, Pop-up blocker, Pop-up blocker settings. b. In the field, 'Address of website to allow', enter the URL ill.natlib.govt.nz and click Add. The URL appears in the box below. c. Select Close. The pop-up that calculates the shipped cost will now work correctly.</p> <p>2. Mozilla Firefox: [based on version 3.0.10] 1. From the menu select Tools, Options, Content. 2. 'Block Popup Windows' is probably selected with a green tick. Go to the 'Exceptions' box alongside and select it. 3. In the box 'Address of web site', enter the URL ill.natlib.govt.nz and click Allow. The URL appears in the box below with the status Allow beside it. 4. Click OK twice to close the windows. The pop-up that calculates the shipped cost will now work correctly. By putting these settings in place the billing operates more efficiently.</p>
<p>When shipping a request a pop-up error message appears: "Form is invalid. Charge units must be 1 or more".</p>	<p>This message appears if the pagination details entered by the user on the request form cannot be calculated by the system (e.g. 54-, 54? etc). If this message appears, either delete the 0 value in the Charge Units field, or enter a value higher than 0. The system will then allow you to submit the Shipped action</p>

Cannot locate a request	Often occurs when a request has reached the end of its lifecycle and has an authorised status of complete. Search for the request by ILL number and authorisation status=Complete. The request will display and stays in the system for a period of 13 months.
The Requester has not actioned the item as Received or Returned.	The checked in action still operates correctly and the Responder should follow through on this action.
Cannot retrieve a DocStore item	<p>This may occur for three reasons:</p> <ol style="list-style-type: none"> 1. Wrong defaults – an error “Please see a staff member for copyright regulations to view this document” displays. This indicates the request defaults for other than a copy request, probably a loan. Identify the request and login as the supplier, retrieve and save the item, attach to an email and send. 2. Request expired – too many days have passed since the item was sent and it has now been deleted by the system. 3. Too many attempted (and failed) retrievals “Unable to retrieve document: The document has expired”– any attempt to display a DocStore item, even when it fails, counts as a read. When this happens identify the request and login as the supplier, retrieve and save the item, attach to an email and send
Request has not moved along rota	This happens when a responder applies answer non-supply and uses the reason ‘not found as cited’ on a loan request. Identify the request, change its authorisation status to Authorised and resubmit it to the existing rota. It will proceed along the rota
Request loops on action Status or error report or Status or error report-indication	This error may occur on ISO-ILL requests i.e. a request that has a transaction history with an external server. Contact helpdesk@natlib.govt.nz

4. Quick keys and short cuts

<p>How can users move around the request form quickly?</p>	<p>Tab from field to field: Move from field to field: Tab Move back to previous field: Shift + Tab Tab to Submit button and press Enter. You can also use the following quick keys, provided you aren't within a field Move to top of screen Ctrl +Home Move to bottom of screen Ctrl + End Move up a page Page Up Move down a page Page Down</p>
<p>Is it possible to have a session of Te Puna Search open at the same time as Te Puna Interloan?</p>	<p>Yes. Here are some quick keys to help you: Open new browser window Ctrl + N Move between active windows Alt + Tab Refresh screen F5</p>
<p>On the Preliminary rota, how do you highlight more than one location at a time, so you can move/remove them?</p>	<p>To highlight a block of locations: Highlight the first to remove, then go to the last to remove and press Shift+click. To highlight several locations not in a block Ctrl+click each one.</p>