

Known Issues for Sierra (2.0-6.0)

Known Issues List

The following is a list of outstanding defects as reported by customers to the Help Desk since Sierra version 2.0, including those fixed in a future release. Please contact the Help Desk if you have questions about a Known Issue or wish to receive updates on its resolution.

Known Issues meet the following requirements:

- The issue was reported by a customer to the Help Desk and sent to our Software Engineering team as a product defect.
- Our staff can replicate on an Innovative test machine, or a significant number of libraries have reported the issue.

In all cases, we aim to provide consistently updated information that includes a description of the issue, the software version in which the problem was found, and when applicable, the version including the coded resolution.

How to read Known Issues information:

- **Description:** The symptoms of a particular issue, related features or configuration, and the cause if known.
- **Key:** The unique ID for the Known Issue. Can be used to reference a particular issue with Support staff.
- **First Known Version:** The earliest version where the issue has been reported or reproduced. Many issues are not found in the first release where they exist, so this may not be the version where the issue was first introduced.
- **Date Added:** The date when the issue was first posted to Supportal.
- **Resolution:** Whether the issue has been resolved, and in which future release.

ACQUISITIONS

Description	Key	First Known Version	Date Added	Resolution
Invoice PAID field shows up to 3 digits in number of copies If the number of copies for an invoice is 1000, the PAID field shows only the first three digits (e.g. "100"). (The number of copies ordered is limited to 1000.)	SIERRA-38890	Sierra 5.6	2023-08-17	Unresolved

<p>Fund codes/names abbreviated after toggling</p> <p>In Funds mode, after toggling from display of fund code to fund name or vice versa, the left-hand "Current Funds" list abbreviates some entries with ellipses.</p>	SIERRA-37927	Sierra 5.6	2023-02-14	Fixed in Sierra 6.1
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ADMINISTRATION

Description	Key	First Known Version	Date Added	Resolution
<p>Saving Web Options removes trailing equals (=) in web options values</p> <p>If a web option's value ends with an equals sign (=), Web Options mode does not display the equals sign, and saving Web Options removes the equals sign from the saved configuration. This applies to an equal sign in the value of a web option, not to the equals sign that separates web options and their values in the file. This issue was reported with the LOGOUT_REMOTE web option, whose value is a URL, but it could apply to any web option whose value can end in an equals sign.</p>	SIERRA-38585	Sierra 6.0	2023-06-20	Fixed in Sierra 6.1
<p>LOGOUT_REMOTE appears in "Unfiled WWWOPTIONS" group</p> <p>In Web Options mode, LOGOUT_REMOTE appears under "Unfiled WWWOPTIONS" when present in the wwwoptions file. It should be listed under Remote Access.</p>	SIERRA-38394	Sierra 6.0	2023-06-05	Fixed in Sierra 6.1
<p>Cannot assign Transfer Inventory Files (invent) in the Admin Application</p> <p>Sierra 5.5 introduced a new Data Exchange process, "Transfer Inventory Files (invent)." The Admin Application exhibits two issues with this:</p> <ul style="list-style-type: none"> "Transfer Inventory Files (invent)" does not appear in the Data Exchange section for 	SIERRA-37810	Sierra 5.5	2023-01-24	Fixed in Sierra 6.1

assigning to a login <ul style="list-style-type: none"> If assigned in the SDA, the Admin App displays "jload.invent" instead of the proper display name 				
Admin Application displays incorrect scope labels when accessed with non-English login When a user logs in to the Admin Application with a login whose language is not English and edits a login's scope, the labels in the Scope dropdown menu are not the normal scope names.	SIERRA-38381	Sierra 5.2	2023-06-20	Fixed in Sierra 6.1

APIS

Description	Key	First Known Version	Date Added	Resolution
My Account Web Service not running After upgrade to Sierra 6.0, the My Account Web Service does not run. Innovative Support can implement a workaround for this problem.	SIERRA-38886	Sierra 6.0	2023-08-17	Fixed in Sierra 6.1
SIP2 94 login response includes unexpected CX field When the Sierra SIP2 server sends a 94 login response, it includes a new and unexpected CX field (whose value is the statistical group number of the requested login). One library reports that SIP2 devices from one vendor are unable to connect to Sierra because of the unexpected field.	SIERRA-38885	Sierra 6.0	2023-08-17	Fixed in Sierra 6.1
Sierra REST API: Messages for blocked requests begin with "XCirc error : " When a hold request via Sierra API is blocked, the message text returned by the API begins with "XCirc error : ". API consumers often pass this message text on to patrons, but "XCirc error" is not patron-friendly and	SAPI-2414	Sierra 5.5	2023-06-05	Fixed in Sierra 6.1

may be confusing.

CATALOGING

Description	Key	First Known Version	Date Added	Resolution
<p>OAI-PMH server always sends data in oai_dc metadata format when using a resumption token</p> <p>When a harvester requests records from Sierra in multiple lists (the technical mechanism for this is called a "resumption token"), Sierra sends all but the first list in oai_dc metadata format even if the harvester requested marc21 format.</p>	SIERRA-38946	Sierra 6.0	2023-09-05	Fixed in Sierra 6.1
<p>Can't Rapid Update after supplying on-the-fly permissions</p> <p>When an user without Rapid Update permission (08) attempts to enter Rapid Update mode, is prompted for permissions, and enters authorized credentials, UI elements do not become active. The user cannot perform any actions in Rapid Update.</p>	SIERRA-38363	Sierra 5.6	2023-05-03	Fixed in Sierra 6.1
<p>WebBridge/Pathfinder Pro icon disappears and reappears in record editor</p> <p>When staff edit a record in Catalog, the WebBridge/Pathfinder Pro icon appears and reappears when staff click the Edit, View, or Save buttons.</p>	SIERRA-38032	Sierra 5.6	2023-05-02	Unresolved
<p>Data Exchange: Unable to transfer multiple files to a remote server via FTP</p> <p>In Data Exchange, when attempting to transfer multiple files simultaneously via FTP, the transfer fails. Files must be transferred individually.</p>	SIERRA-37969	Sierra 5.6	2023-06-20	Unresolved

<p>Order of results of a remote Z39.50 search</p> <p>Results of a remote Z39.50 search in the SDA are sometimes out of alphabetical order or multiple entries exist for the same heading.</p>	SIERRA-38108	Sierra 5.5	2023-05-02	Fixed in Sierra 6.1
<p>Incorrect database displayed in Z39.50 search results</p> <p>When staff perform a remove Z39.50 search of multiple databases, some search results show an incorrect source database in the "Database" column of the browse display.</p>	SIERRA-38005	Sierra 5.5	2023-05-11	Unresolved
<p>Data Exchange: Discrepancy in record loading counts</p> <p>After loading records in Data Exchange, Sierra displays counts of records processed, inserted, overlaid and created both in "Record Loading Statistics" and in the status bar at the bottom of the screen. These counts do not match.</p>	SIERRA-37642	Sierra 5.5	2023-02-14	Unresolved
<p>Author blind references cannot be restored</p> <p>Author blind references are missing from the Blind References report in the Headings Report function and cannot be restored by suppressing and unsuppressing the record.</p>	SIERRA-38189	Sierra 5.4	2023-05-02	Fixed in Sierra 6.1
<p>AACP does not update 648 fields in bibs</p> <p>Automatic Authority Control Processing does not update 648 fields in bibliographic records when they match the 448 field in the corresponding authority record.</p>	SIERRA-38040	Sierra 5.4	2023-03-24	Fixed in Sierra 6.1
<p>Cannot link item to additional bib from Summary view</p> <p>Staff cannot link an item to an additional bib record from the Summary view, if the bib to be linked already has more than 3000 items. The link can be completed if staff are in the item record tab. The maximum number of items that can be linked to one bib is 5000.</p>	SIERRA-36729	Sierra 5.4	2022-07-01	Fixed in Sierra 6.1

<p>RDA Toolkit generates URLs in out-of-date format</p> <p>In the Sierra Record Editor, links created to the RDA Toolkit use the RDA Toolkit's original URL form, and those URLs no longer link correctly. The URLs need to be updated to match the RDA Toolkit's current format.</p>	SIERRA-37286	Sierra 5.3	2022-09-22	Fixed in Sierra 6.1
<p>Exporting a bib in Catalog includes only one attached item</p> <p>When a bib export table is configured to export attached item records, exporting in Catalog mode only includes the first attached item in the output file. Exporting in Data Exchange includes all items, and other child record types are not affected.</p>	SIERRA-36508	Sierra 5.3	2022-04-15	Fixed in Sierra 6.2
<p>Rapid Update does not blank CAT DATE when date format is YYYY-MM-DD</p> <p>At libraries where date format is YYYY-MM-DD, attempting to Rapid Update CAT DATE to blank instead sets "1920-01-01".</p>	SIERRA-36400	Sierra 5.2	2022-04-24	Fixed in Sierra 6.1
<p>Warning message when entering square bracket characters with a Catalan keyboard layout</p> <p>When using a Catalan keyboard layout, a warning message displays when staff attempt to enter square bracket characters ('[' or ']') while editing a record.</p>	SIERRA-29515	Sierra 4.1		Fixed in Sierra 6.1

CIRCULATION

Description	Key	First Known Version	Date Added	Resolution
<p>Print Template popup appears for due slips when Print Templates are not enabled for login</p> <p>Under a specific due slip configuration, Sierra prompts staff to select a template when printing due slips. Sierra</p>	SIERRA-38771	Sierra 6.0	2023-07-27	Fixed in Sierra 6.2

<p>should not prompt for a template if Print Templates are not enabled for the output type. The issue occurs with the following configuration:</p> <ul style="list-style-type: none"> Options Due Slip: Print enabled and set to "Immediately (one slip per patron)" or "Immediately (one slip per item)" Settings Print Templates Due Slip: Use Print Templates unchecked and no preferred templates <p>To work around the issue, make a due slip template Preferred in login Settings. Use Print Templates will need to be enabled briefly in order to adjust Preferred Templates.</p>				
<p>High-Demand Holds pickup location report not matching threshold rules by material type</p> <p>The High-Demand Holds pickup location report does not match Holds Thresholds rules for a material type, if the material type is not internally space-padded in Holds Thresholds. This space-padding or lack thereof is not visible when editing in the Holds Thresholds table, so it is not possible for the library to either see whether an entry is affected or to adjust the space-padding.</p> <p>This issue could manifest either by missing all titles for a given material type from the report or by using the wrong threshold, depending on whether a "** All MAT TYPES" entry exists for the pickup location in Hold Thresholds.</p> <p>The system-wide report appears unaffected by this issue.</p>	SIERRA-38737	Sierra 6.0	2023-07-25	Unresolved
<p>Pagination issues with default (text) format Title Paging List</p> <p>The Title Paging List puts too many entries on one page, causing each "page" of the paging list to spill onto two sheets of paper. This issue only occurs when internal Sierra configuration is set to send data to the form printer in text format.</p> <p>Libraries can work around this issue by printing the paging list first to email, by switching to Print Template formatting, or by asking Innovative to configure Sierra to send data to the form printer in graphic format (this is</p>	SIERRA-38727	Sierra 6.0	2023-07-25	Fixed in Sierra 6.2

usually done to improve printing of diacritic characters).				
<p>Circa barcode searching is case-sensitive</p> <p>If item barcodes contain letters, the barcode must be entered exactly as in the item. (If the item's barcode is "R123", searching for "r123" will not find the item.)</p> <p>This behavior was originally reported in Sierra 5.3, appeared resolved in Sierra 5.5 and 5.6, and resurfaced in Sierra 6.0.</p>	SIERRA-38587	Sierra 6.0	2023-06-20	Fixed in Sierra 6.1
<p>Spacing issue with the letter "J" in Print Templates</p> <p>A library reports that on Paging Slips formatted with Print Templates, the capital letter "J" is spaced too close to the following letter, making the word difficult to read. This occurs when the font size is 11 (the font size on the default template is 12) and the paging slip is printed to a physical or PDF printer. The character spacing issue also occurs only in the SDA and not Sierra Web.</p>	SIERRA-38452	Sierra 6.0	2023-06-05	Unresolved
<p>Express Lane Print Template Settings do not open for some users</p> <p>In order to access Print Template Settings, library staff enter a settings sequence and then provide a login and password for permissions to administer Print Templates. If the permissions user has Preferred Locations, the Settings window does not open.</p>	SIERRA-38655	Sierra 5.6	2023-07-25	Fixed in Sierra 6.1
<p>Mark Damaged Items displays overdue items as "AVAILABLE"</p> <p>In Check Out mode, the Mark Damaged Items dialog displays overdue items' status as "AVAILABLE" instead of "OVERDUE" as in the Checked-Out Items table.</p>	SIERRA-38509	Sierra 5.6	2023-07-03	Fixed in Sierra 6.1
<p>Auto notices does not run overdues if "Don't Run on Days Closed" is enabled and items with "short" location codes are overdue</p> <p>Several libraries report that with "Don't Run on Days Closed" enabled in an overdue notice job, auto notices sometimes reports "No notices to print" for the job even</p>	SIERRA-38416	Sierra 5.6	2023-05-15	Fixed in Sierra 6.1

<p>if the library is open and there are items due for overdue notices. This can occur if the library has overdue items with location codes shorter than five characters.</p> <p>See also SIERRA-37685 'Auto notices sometimes does not run overdues if "Don't Run on Days Closed" is enabled (possibly INN-Reach related),' fixed in Sierra 6.1.</p>				
<p>Manage Holds: Doubled transit information in status bar</p> <p>When an item hold is in transit, Manage Holds displays doubled transit information in the status bar, e.g.:</p> <p>.i65273060 Not Checked out and IN TRANSIT (HOLD)Not checked out and IN TRANSIT</p>	SIERRA-37749	Sierra 5.6	2023-01-04	Fixed in Sierra 6.1
<p>Item details not on popups with Item Status API</p> <p>When Item Status API is enabled for a workstation, Sierra should include additional details about an item being checked out or checked in on popups about handling that item. For example, if an item has a hold to be filled, staff need to know which item to separate from the stack on the RFID pad. These additional details are not appearing on popups.</p>	SIERRA-38348	Sierra 5.5	2023-06-02	Fixed in Sierra 6.1
<p>Print Templates: Notice templates referencing a https image URL fail to send</p> <p>Some libraries report that after uploading a new or updated template file that references a https image URL, notices using that template fail to send. This issue affects images hosted on servers that require SNI. This issue was first reported on Sierra 5.5 but is likely preexisting.</p>	SIERRA-37863	Sierra 5.5	2023-01-24	Fixed in Sierra 6.1
<p>Auto notices sometimes does not run overdues if "Don't Run on Days Closed" is enabled (possibly INN-Reach related)</p> <p>Several libraries report that with "Don't Run on Days Closed" enabled in an overdue notice job, auto notices sometimes reports "No notices to print" for the job even if the library is open and there are items due for overdue</p>	SIERRA-37685	Sierra 5.5	2023-03-24	Fixed in Sierra 6.1

<p>notices. The exact cause of the issue is unclear, but it may be associated with INN-Reach libraries.</p> <p>See also SIERRA-38416 'Auto notices does not run overdues if "Don't Run on Days Closed" is enabled and items with "short" location codes are overdue.'</p>				
<p>Wrong patron on Clear Holdshelf report after back-to-back cancellations</p> <p>If an item has had multiple holds cancelled while ready for pickup, Clear Holdshelf can display information for the wrong patron. To reproduce this issue:</p> <ul style="list-style-type: none"> • Check in an item onto the holdshelf • Cancel the ready-for-pickup hold, in WebPAC/Encore or in SDA with Multiple Location Holdshelf • Check in the item again, putting it on the holdshelf for a second patron • Cancel the second hold by the same method • Clear the holdshelf in Clear Expired Holds and Holdshelf <p>When staff View the holdshelf report, it will display both patrons (the most recent and the previous). When staff Clear the holdshelf, the report will display the patron for the older hold and not the most recent.</p>	SIERRA-38796	Sierra 5.4	2023-08-04	Unresolved
<p>SDA defaults to first alphabetical valid pickup location, in a specific scenario with Home Pickup</p> <p>When staff place a hold that is governed by Home Pickup (according to loan rules), and multiple hold pickup locations exist that contain the same location codes (because both pickup locations are valid Home Pickup locations for the listed item locations), the hold's pickup location defaults to the alphabetically-first location even when the login's Locations Served corresponds to a different but also valid Home Pickup location.</p>	SIERRA-37571	Sierra 5.4	2023-04-17	Fixed in Sierra 6.1
<p>Circa: Passwords containing plus sign cannot login</p> <p>If a user's password contains a plus sign (+), that user cannot login to Circa. Instead they will see a "Not</p>	SIERRA-36544	Sierra 5.4	2023-03-24	Fixed in Sierra 6.1

<p>Authorized to Use Circa" message.</p>				
<p>Collection Agency: zero Returned Billed Material when items have been returned</p> <p>The Updated Patrons report includes several fields that detail the changes in the patron's fines since the last report. Of these, "Returned Billed Material" contains the total item cost of any billed items that were returned and the replacement charges reduced. Some libraries report that this field is sometimes zero for patrons who have returned billed items. The exact trigger for this issue has not been identified, but it seems to occur at libraries that do not charge overdue fines.</p>	<p>SIERRA-38127</p>	<p>Sierra 5.3</p>	<p>2023-03-24</p>	<p>Fixed in Sierra 6.1</p>
<p>Overdue notices for items that are no longer checked out</p> <p>Rarely, Sierra can send overdue notices for items that are no longer checked out to the patron receiving the notice. The checkout and due dates on the notice may be blank or may contain the item's current checkout and due dates, depending on whether the item is currently checked out to another patron. This issue is not reproducible on demand but has been reported by multiple libraries over a period of years.</p>	<p>SIERRA-37099</p>	<p>Sierra 5.3</p>	<p>2023-06-20</p>	<p>Unresolved</p>
<p>Bib hold pages but cannot be filled on the Not Wanted Before date</p> <p>If staff place a hold with a Not Wanted Before date, and the placed date is on Standard time and the Not Before is on Daylight time, the hold will appear correctly on the Title Paging List on the Not Before date, but a checked-in item will not fill the hold until the following day.</p>	<p>SIERRA-38347</p>	<p>Sierra 5.2</p>	<p>2023-05-02</p>	<p>Fixed in Sierra 6.1</p>
<p>Renewal removes holds on the renewed item's bib</p> <p>If staff renew a checked-out item for a patron who also has holds on that item's bib, Sierra removes two of the bib-level holds. (Renewing a checked-out item should</p>	<p>SIERRA-35534</p>	<p>Sierra 5.2</p>	<p>2023-05-03</p>	<p>Fixed in Sierra 6.1</p>

not remove any holds.)				
<p>Item LCHKIN displays " : AM" instead of "4:00 AM"</p> <p>When the item LCHKIN field is configured to display time, and an item's LCHKIN is exactly 4:00 AM, the item record displays the date followed by " : AM" (no time, just a colon and "AM").</p>	SIERRA-34945	Sierra 5.2	2023-06-19	Fixed in Sierra 6.1
<p>Incomplete or missing due slips when default delivery method is "No slip"</p> <p>When a login's default due slip delivery method is "No slip," and staff choose to print a due slip for a particular patron, Sierra may not print a due slip or may print a due slip with only header and footer (no item information). The precise behavior varies depending on legacy or Print Templates formatting and whether the due slip choice is toggled before or after scanning items.</p>	SIERRA-34552	Sierra 5.0	2022-11-15	Fixed in Sierra 6.1
<p>Incorrect fines paid record for reduced replacement charge when staff renew a billed item and "remove bill"</p> <p>When staff renew a billed item and choose to "Renew and remove bill," the replacement charge is not recorded to Fines Paid. Sierra does record an OverdueX (if any), but the payment status is incorrect (No Payment instead of Waived).</p>	SIERRA-33530	Sierra 5.0	2023-03-24	Fixed in Sierra 6.1
<p>Batch Due Date Extension does not reduce replacement charges for billed items</p> <p>When staff use Batch Due Date Extension on a billed item, Sierra does not reduce the replacement charge or clear the item's status 'n' (BILLED).</p> <p>Batch Due Date Extension is not designed for billed items, and this behavior has almost certainly existed since the advent of the feature. Innovative recommends against batch extending due dates for billed items.</p>	SIERRA-33775	Sierra 3.4	2021-03-22	No fix planned within next 24 months

CREATE LISTS

Description	Key	First Known Version	Date Added	Resolution
<p>Show Info does not display query summary for sorted review file</p> <p>If a review file has been sorted, Show Info does not display the query summary text box unless staff manually enlarge the popup window. The query table does display at the top of the window.</p>	SIERRA-38697	Sierra 5.6	2023-07-27	Fixed in Sierra 6.2
<p>Saving a query without "Store Record Information" does not store the record type</p> <p>Saving a query with "Store Record Information" unchecked does not store the record type. When the query is reopened for editing, the Record Type field will be blank, and only fields valid for searches on bib records can be entered in the search.</p> <p>The "Store Record Information" option should affect only range or review file information. The query's record type should always be stored.</p>	SIERRA-38033	Sierra 5.5	2023-05-10	Unresolved
<p>Brief record display is blank for resource records</p> <p>When opening the Summary view of a resource record within Create Lists, the brief record display is blank.</p>	SIERRA-38670	Sierra 5.4	2023-09-05	Fixed in Sierra 6.2
<p>Routing field not exporting field contents</p> <p>Create Lists export for field "Routing" is not exporting the field content when routing uses initials.</p>	SIERRA-38188	Sierra 5.4	2023-05-02	Fixed in Sierra 6.1
<p>Exporting item call number outputs bib call number if the item record has none</p> <p>If "Look up call numbers" in user Settings is disabled when a review file is created, operations on call number</p>	SIERRA-37954	Sierra 5.4	2023-03-24	Unresolved

<p>for records in that review file should use the item's literal call number and should not fall back to the bib record if the item has no call number. Create Lists is exporting the bib's call number, even when "Look up call numbers" is disabled for the review file.</p>				
<p>Shortcut key "p" duplicated in Classic editor</p> <p>The shortcut key "p" (Alt-P) is used both for the range "Stop" field and the "Duplicate Line" button. Before entering search criteria, Alt-P takes the cursor to the Stop field. When at least one line of search criteria exists, Alt-P duplicates the selected line.</p>	SIERRA-36525	Sierra 5.3	2022-04-15	Fixed in Sierra 6.1
<p>Create Lists filter reverts to All after exporting or listing</p> <p>When a user selects the "Limited" or "Completed" filter in Create Lists and then Exports or Lists a review file, the filter reverts to "All" after the action is completed.</p>	SIERRA-35445	Sierra 5.2	2021-09-28	Unresolved
<p>Exporting Loan Rule field for not-checked-out items</p> <p>Create Lists exports a blank/empty value in the Loan Rule field for not-checked-out items. The expected behavior is to see a 0 (zero) value in the Loan Rule for items that are not checked out.</p>	SIERRA-30349	Sierra 4.3	2021-01-04	Unresolved
<p>Exporting COPIES and repeated field delimiter</p> <p>if the order record COPIES field is included as one of the fields to export, all instances of repeated fields will be separated by the "field delimiter" instead of the "repeated field delimiter."</p>	SIERRA-28684	Sierra 4.1	2023-05-03	Unresolved
<p>Patron Revisions field value exports incorrectly</p> <p>When staff List Records for a review file of patrons and choose "All Fields" and "Display meaning of fixed-length fields instead of codes," the Revisions field outputs text instead of a number. (The text is the Item Type description for the Revisions field's numeric value, e.g. "BOOK," and often displays "None" if there is no corresponding Item Type.)</p>	SIERRA-24309	Sierra 3.1	2023-05-03	Unresolved

ELECTRONIC RESOURCE MANAGEMENT

Description	Key	First Known Version	Date Added	Resolution
Repeated ERM tickler emails Rule-based ERM ticklers send an email whenever a record matches the tickler rule, even if a tickler has already been sent for that record and rule.	SIERRA-38218	Sierra 5.6	2023-05-03	Fixed in Sierra 6.1
Coverage load does not remove obsolete coverage data from PostgreSQL After a coverage load completes, there often is coverage in the Coverage Database from previous loads that is no longer needed. The user processes the 'Titles Not In File' report in Coverage Load. This removes that data from the MySQL database. After each coverage load, a utility duplicates the coverage data from MySQL to PostgreSQL. The utility adds all coverage data found in holdings records but does not remove data that was deleted by processing Titles Not In File. Libraries are unable to create review files of ERM-related fields (853/856/863) that are no longer present.	SIERRA-30353	Sierra 4.2	2019-08-22	No fix planned within next 24 months

PRINT TEMPLATES

Description	Key	First Known Version	Date Added	Resolution
Jaspersoft Studio 6.0.0 does not display images from URL Jaspersoft Studio 6.0.0 cannot display images sourced from a URL pointing to a server on Sierra 5.3 or later. This is because Jaspersoft Studio 6.0.0 does not	SIERRA-35576	Sierra 5.3	2021-09-17	No fix planned within next 24 months

<p>support the more secure SSL ciphers required on Sierra 5.3.</p> <p>As a workaround, work on your template first with a local image and change the source to URL before uploading the template to Sierra.</p>				
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PROGRAM REGISTRATION

Description	Key	First Known Version	Date Added	Resolution
<p>Registering for a program crashes the staff client</p> <p>If the Patron Registration Block feature is enabled, the SDA or Sierra Web crashes when staff attempt to register a patron for a program.</p>	SIERRA-38740	Sierra 6.0	2023-07-27	Fixed in Sierra 6.1

REPORTS AND STATISTICS

Description	Key	First Known Version	Date Added	Resolution
<p>Statistics discrepancies with simultaneous queries</p> <p>In Statistics, when two queries are run simultaneously, results differ from the counts when the same query is run on its own. This occurs whether the simultaneous queries are run in the same Sierra session or in different sessions.</p>	SIERRA-36535	Sierra 5.2	2022-09-23	Unresolved
<p>Statistics on call number for item records linked to more than one bib record</p> <p>If an item record is linked to more than one bib record, Statistics results for call number reports display “no call number found” for those items.</p>	SIERRA-31458	Sierra 5.1	2020-03-05	No fix planned within next 24 months

Review file counts after removing records in Global Update	SIERRA-32966	Sierra 5.0	2020-07-24	Unresolved
Review file records count is not updated in the Statistics function after removing records from a review file using Global Update.				

RESOURCE SHARING (INN-REACH, ARTICLEREACH, ILL, NCIP)

Description	Key	First Known Version	Date Added	Resolution
<p>Pickup dates for ILL holds disregard Days Closed</p> <p>When calculating the pickup date for ILL items, Sierra does not add days to the pickup date for any intervening closed days.</p> <p>The pickup location for ILL holds is the same as the ILL location code (e.g. "ill") instead of a normal local-hold pickup location, but any closed days matching the ILL location should apply.</p>	SIERRA-38279	Sierra 5.5	2023-05-02	Fixed in Sierra 6.1
<p>Self renewal or automatic renewal of INN-Reach item increments # RENEWALS twice</p> <p>When an INN-Reach checkout renews through WebPAC self renewal or automatic renewal, the system increments the virtual items's # RENEWALS field by 2 instead of 1 for a single renewal.</p>	INN-3304	Sierra 5.5	2023-07-25	Fixed in Sierra 6.1
<p>Replacement charge not reduced when renewing a billed INN-Reach item</p> <p>When staff at the borrowing library renew an INN-Reach item that has been billed, and the INN-Reach Central is configured to check for holds at the owning institution when a patron renews, the replacement charge is not reduced even if the renewal is ultimately successful. This only occurs when renewing in Check Out</p>	INN-3024	Sierra 5.2	2022-10-11	Fixed in Sierra 6.0 and INN-Reach 3.7

(Circulation Desk) mode, not in Renew (No Patron) mode.

SCHEDULER

Description	Key	First Known Version	Date Added	Resolution
<p>Cannot modify Range in Scheduler Create Task</p> <p>When creating a Scheduler Task, Scheduler saves the range start and stop as the current first and last record numbers, and these cannot be modified. This means that when new records are created, the task will never consider them.</p>	SIERRA-38667	Sierra 5.6	2023-07-27	Fixed in Sierra 6.1
<p>Users with permission 610 (Scheduler) can create and modify jobs and tasks</p> <p>Users with permission 610 (Scheduler) and no other Scheduler-related permissions can create and modify jobs and tasks. Additional permissions should be required to view, create, update, and delete jobs and tasks.</p>	SIERRA-37002	Sierra 5.2	2022-07-28	Fixed in Sierra 6.1
<p>"Failed to connect to sftp server" in Edit Task</p> <p>In Scheduler, when editing a load records task and choosing Check Remote List, some servers display a message "Failed to connect to sftp server: Algorithm negotiation fail. Please try again later" in red. This message is a false positive, and Scheduler may still be able to retrieve files on the next try.</p>	SIERRA-38483	Sierra 4.2	2023-05-26	Fixed in Sierra 6.1

SERIALS

Description	Key	First Known Version	Date Added	Resolution
<p>Wrong box type on extrapolated boxes</p> <p>Extrapolated boxes in checkin cards adopt the box type of the last box in the card, no matter what box type is chosen for the extrapolation.</p>	SIERRA-36094	Sierra 5.3	2022-03-21	Fixed in Sierra 6.1
<p>Serials Checkin card deletion allows item deletion without delete item permission</p> <p>When a Sierra user deletes a checkin card from a serials record, the SDA offers the option to delete associated items. A user can delete items in this manner even if the user does not have permission 125 (Delete item records).</p>	SIERRA-36016	Sierra 5.2	2022-03-18	Fixed in Sierra 6.1
<p>"Cover Date" and "Captions" fields from the "Create Card" (holdings info) in SDA are not taking the login's language preferences</p> <p>The strings "day/month/year" in Holdings section - Create card (chronology captions) are not appearing in the correct language according to the language set in the Admin App for each individual staff member.</p> <p>In addition, the content of "month" field on the "Cover date" section can only be introduced in English although everything is translated in Rosetta and in milstrings files, and it shouldn't.</p>	SIERRA-31972	Sierra 4.3	2020-03-05	Unresolved

SIERRA WEB

Description	Key	First Known Version	Date Added	Resolution
<p>Select button grayed out in patron search results</p> <p>When a patron search in Sierra Web has multiple pages</p>	SIERRA-38379	Sierra 6.0	2023-06-05	Fixed in Sierra 6.1

of results and staff move to another page of results, the select button grays out until staff highlight a record.				
<p>Freeze when creating order records in Sierra Web</p> <p>Sierra Web freezes when staff attempt to create a new order record. This happens at the point where a template prompts for FORM and FUND fields.</p>	SIERRA-38239	Sierra 5.5	2023-05-02	Fixed in Sierra 6.1
<p>Empty date-formatted fixed-length fields display "MM-DD- 20" in Sierra Web</p> <p>When a date-formatted fixed-length field is empty, it displays "MM-DD- 20". Prior to Sierra 5.5, empty date fields displayed as "MM-DD- YYYY".</p>	SIERRA-37801	Sierra 5.5	2023-02-14	Fixed in Sierra 6.1
<p>Cursor jumps while editing records in Sierra Web</p> <p>While editing variable fields in a record in Sierra Web, the cursor can jump unexpectedly to a different position in the record. If the user is typing while this happens, this can lead to data entry errors.</p>	SIERRA-38256	Sierra 5.3	2023-05-10	Unresolved
<p>Create Lists: Issues with opening item 21+ in Sierra Web</p> <p>This issue affects opening an item record from a review file, if the item not one of the first 20 items attached to its bib. In Sierra 5.2, the item does not open at all. In Sierra 5.3, the "Bib Record" window opens, but in the Summary tab instead of the Record tab. In Sierra 5.6, the first item attached to the bib displays instead.</p> <p>The workaround is to open a different item in the review file and use "Next Record" or "Previous Record" in the File menu to open the afflicted item.</p>	SIERRA-38711	Sierra 5.2	2021-04-13	Unresolved

SQL ACCESS

Description	Key	First Known	Date Added	Resolution
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		Version		
<p>'f' transaction in circ_trans for checkout of non-holdable item</p> <p>When staff check out a non-holdable item for which the patron also has a bib-level hold, Sierra does not fulfill the patron's hold, but a 'f' filled-hold transaction is written to circ_trans (in addition to the 'o' checkout transaction).</p>	SIERRA-38953	Sierra 5.3	2023-09-05	Unresolved
<p>Transferring attached items does not correctly update item_record_property</p> <p>When staff transfer an attached item from one bib to another, <code>item_record_property</code> does not update correctly. If staff retain the original bib when transferring, the item's row stays in <code>item_record_property</code> but does not update to reflect the new bib (if the call number comes from the bib record). If staff delete the original bib, the item's row disappears entirely from <code>item_record_property</code>.</p> <p>This issue was first identified on Sierra 5.1 but almost certainly preexisted.</p>	SIERRA-34910	Sierra 5.1	2021-06-01	Fixed in Sierra 6.1

STAFF CLIENT

Description	Key	First Known Version	Date Added	Resolution
<p>Set Permissions dialog does not open automatically on systems with multiple account units</p> <p>On Sierra systems with multiple account units, the Set Permissions dialog does not open automatically after manually Clear Permissions. The Set Permissions and Clear Permissions options are only available when logged in as a context user.</p>	SIERRA-38997	Sierra 6.0	2023-09-05	Unresolved

STAFF SEARCH AND BROWSE

Description	Key	First Known Version	Date Added	Resolution
Boolean operators and "Found In" facets If staff perform a keyword search in the SDA using a Boolean operator (e.g. "time not hour") and then click on one of the "Found In" facets, no search results display, even though the facet display showed a non-zero result count.	SIERRA-38709	Sierra 5.5	2023-07-27	Fixed in Sierra 6.1
Field labels display incorrectly in Limit Search window for Chinese language users In the Chinese-language SDA, some characters in labels in the Limit Search window display curly braces and Latin letters instead of the correct Chinese characters.	SIERRA-26074	Sierra 3.4		Unresolved

VEGA

Description	Key	First Known Version	Date Added	Resolution
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WEB ACCESS MANAGEMENT

Description	Key	First Known Version	Date Added	Resolution
Unable to access Global Data Workstation in Oxford Economics through WAM	SIERRA-38566	Sierra 5.5	2023-06-20	Unresolved

When accessing Oxford Economics Databank through WAM and selecting the "Enter New Databank," the page never loads and instead redirects repeatedly to signin.

WEBPAC

Description	Key	First Known Version	Date Added	Resolution
<p>Pathfinder Pro: Long resource URL with colon (:) results in proxy error</p> <p>If Pathfinder Pro configuration includes a long URL that includes a colon (:), clicking on a resource link in WebPAC results in a proxy error. Substituting equivalent URL encoding (%3A) for the colon resolves the issue.</p>	SIERRA-38012	Sierra 5.6	2023-06-20	Unresolved
<p>"You have not saved any records for export" after deleting records from book cart</p> <p>When a patron has saved multiple pages of records in their book cart and then deletes all records on the last page, WebPAC displays a message "You have not saved any records for export."</p> <p>The other pages of records are still in the cart, but WebPAC is still trying to display the last page that now has no records.</p>	SIERRA-38225	Sierra 5.4	2023-05-02	Fixed in Sierra 6.1
<p>NCIP Relais: Ready for pickup hold displays "1 of 0 holds" in My Account</p> <p>When a NCIP Relais item is ready for pickup, WebPAC displays the hold's status as "1 of 0 holds" instead of "Ready. Must pick up by <i>date</i>." (The holds navigation link displays the correct count of ready-for-pickup holds.)</p>	SIERRA-37967	Sierra 5.4	2023-02-14	Fixed in Sierra 6.1
<p>Self-registration confirmation page uses wrong html form when language and template in URL</p>	SIERRA-37965	Sierra 5.4	2023-02-14	Fixed in Sierra 6.1

When a patron self-registration URL specifies both a language and a patron record template (e.g. /selfreg*spi/patronalt), and a patron submits the form, the resulting confirmation page uses selfregconfirm.html instead of selfregconfirm_spi.html.				
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Taxonomy

- Known Issues > Sierra

Collections

- Encore
- INNReach
- Sierra

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