Known Issues for Sierra 5.1

Known Issues List

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.
- At minimum, one library has reported the issue and our staff can replicate on an Innovative test machine. 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.

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Issues Reported in This Release

CATALOGING (2)

SIERRA-31387

Select Template has no focus when Attach New Item

When in the SDA and cataloging to Attach New Item, there is no focus in Select Template.

SIERRA-32349

Verify heading (ctrl g) functionality is not working in Sierra Web in Item records only

Sierra Web user are unable to verify heading on indexed field in item records only. The Verify Heading functionality CTRL g works only with BIB records.

CIRCULATION (3)

SIERRA.33015

Unable to modify the hold pickup by date for items on the holdshelf if the item pickup location is out of the login scope.

At libraries that restrict staff from editing items and orders that are outside their scope, staff also cannot extend hold pickup dates for holds whose pickup location is outside their login's scope.

SIERRA-32584

Some valid home pickup locations not offered as pickup locations in Encore/WebPAC or denoted as home pickup locations in SDA

SIERRA-31850

Express Lane Checkout of Held Item Fails to Sever Hold Links

When a patron uses Express Lane to check out an item that is on hold for them, the hold is not removed. This happens only when Express Lane is configured not to block checkout of items that can fill holds for other patrons. (The default behavior is to block self checkout of items with item-level holds for other patrons. Self checkout of items that are on the holdshelf for another patron is always blocked.)

Resolved in Sierra 5.3

CREATE LIST (7)

SIERRA-31469

Create Lists: Searches using a saved query: Review file selection resets to file #1 after retrieving Saved Query

When creating a new search, using a saved query and searching against a review file, the review file resets to file #1 after retrieving the saved query, even though a different review file was initially selected.

SIERRA-32191

Unable to export from SierraWeb Create Lists using a non-English language login

Unable to export from SierraWeb Create Lists using a non-English language login e.g. Spanish, Swedish.

SIERRA-32380

'Equal to and 'not equal to' values not retained in SierraWeb Create Lists for saved searches created using the Enhanced query builder

Resolved in Sierra 5.2

SIERRA-32271

Create Lists date range expressions are not working in Sierra Web

Resolved in Sierra 5.2

SIERRA-32561

Unable to enter dates for order record Paid fields in Sierra Web Create Lists

Resolved in Sierra 5.2

SIERRA-32562

The "Create Review File" option in Headings Reports allows Owned review files to be overwritten by Users who do not have Permission #186

DESKTOP APP (1)

SIERRA-32553

Publish Date facet shows fewer results than it should

Publish Date facet shows fewer results than it should. In Catalog function (or other search function, like Search/Holds), when searching a keyword search that will retrieve a huge number of records, and scrolling down to the Publish Date facet, the system shows it contains X number of results, once select any date the system displays more records/entries than before, it is, the number beside the date has increased. This happens with keyword index.

ERM (1)

SIERRA-31915

Checkin Records With ERM Type Fields In a Review File Cannot Be Deleted In Delete Records

ERM checkin/holdings records (c records that have specific ERM fields such as the ERM LINK variable-length field) cannot be deleted in a review file in Delete Records.

Hotfix for 5.1 available.

SERIALS (1)

SIERRA-31972

"Cover Date" and "Captions" fields from the "Create Card" (holdings info) in SDA are not taking the login's language preferences

The strings "day/month/year" in Holdings section - Create card (the chronology captions) are not appearing in the correct language according to the language set in the Admin App for each individual staff member.
Plus 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.

SIERRA WEB (1)

SIERRA-32390

Sierra Item Record Copy Number Field Data Disappears While Editing Records in SierraWeb 5.1 Multi Window Mode

Resolved in Sierra 5.2

SIERRA-32528

Unable to enter '<' less than character when editing records in SierraWeb using Chrome browser

Resolved in Sierra 5.2

SIP2 (1)

SIERRA-31231

SIP2 Media Type values incorrect for bib records when field association is mat type

STATISTICS (1)

SIERRA-31458

Statistics results for call number reports show NO CALL NUMBER FOUND for item records linked to more than one bib record

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.

WEBPAC (3)

SIERRA-31916

Limit to Available does not work with scoped keyword searches

Limiting a scoped search to available items returns no results or an incorrect number of results.

SIERRA-31677

Web OPAC cannot limit by material types edited through ASAA

When the limit by material type menu (matmenu) is edited through ASAA, the system pads the codes to 3 characters and webpac fails to parse for limiting. Also reproduced in Sierra 5.0.

SIERRA-32054

The '+' plus sign is stripped from patron record telephone field for records created using patron registration

Standard international phone codes start with a '+'. However, the plus sign is stripped from patron t tagged telephone variable length field when a new patron record is created via the self registration form.

WEB MANAGEMENT REPORTS (1)

SIERRA-32483

Reports link in SDA and Sierra Web not https as expected

Choosing "Web Management Reports" under Reports in a session in the SDA generates a http session in your browser. This is expected behavior, but selecting reports (ex. Circulation Activity Report), and going through the login process does not result in the expected https connection.

Issues Fixed in This Release

ACQUISITIONS (6)

SIERRA-29869

When trying to print selected orders, ALL orders are printed or sent to a file/email not just selected ones

When in Print/Send orders function, you select any of the functions from the drop-down "x purchase orders to FTP", "x purchase orders to send via EMAIL" or "x purchase orders to print" and you select one or few (but not all) and proceed to Print (whether to a local printer, a file, or email). all the orders from the list will print (be in a file/email) not just the ones you selected.

SIERRA-29663

Fields unable to be edited in ACCEPT/REJECT mode of importing invoice

When in ACCEPT/REJECT mode of importing invoice, order type is unable to be changed. Location and Fund are also unable to be changed by double clicking them, even though a menu is opened, but they can be changed by selecting Edit Group, which Order Type cannot.

SIERRA-29609

Negative amounts in cents appear in incorrect format in PAID fields and then change to 0.00.

When a user posts small negative amounts in cents, these amounts show in incorrect format in PAID fields in order records and when user clicks on Save, the negative amount in incorrect format changes to 0.00.

SIERRA-17499

Order record data is missing

You are unable to delete order records in a review file. When clicking on the records to open them, you will see the message 'Cannot view oxxxxxxx: record oxxxxxxx not loaded'

SIERRA-16756

Locations in the Selection List function do not display properly when selecting a location for an order

In the Selection List function with a login using preferred locations and when 'scope to login' is enabled, location codes are ordered randomly.

SIERRA-31276

Incorrect Paid and Invoice dates

The Paid Date and Invoice Date information being placed in order records is incorrect usually displaying the day before. In other words, if the actual invoice date in the invoice is 11-09-2019, Sierra will insert 11-08-2019 in the corresponding order record. On the Paid Date, if today is 11-13-2019, Sierra will insert 11-12-2019 in the order record "Paid grid". This behavior happened only after upgrading to Sierra 5.0.

ADMIN APP (4)
SIERRA-29539

Customized sound options are not saving properly

Customized sound options aren't saving across SDA sessions and customized sound options saved in the Admin App are not being transferred to the SDA.

SIERRA-27494

A new user added to a user group cannot log into the SDA

New user groups do not allow new users added to the group to log in. You will get a "no user licenses are available" message.

SIERRA-18241

Import Settings permissions labels do not appear in Admin App in French

When setting up users in the Admin App, there are no labels appearing in French to describe the permissions groups to import. The labels DO exist in English, but when logged in with a French language user, with identical permissions, the labels are missing.

SIERRA-16251

Opac option change is not saving

Admin Corner does not save changes to values entered via Opac Option 19, "Requests: Patron eligibility determined by"

ASAA (1)

SIERRA-19836

Saving changes to suppressrl in ASAA shows a error and changes are not pushed to the database.

Saving changes to suppressrl in ASAA shows a error and although the file is updated with the new information, the changes are not pushed to the database.

CATALOGING (12)

SIERRA-30121

Difference in diacritic searching between the SDA and WebPAC

We have a number of sites all reporting similar problems taking the form "Diacritic XYZ searchable in WebPAC but not searchable in the SDA". In some cases it's possible to modify the diac files in order to get the SDA to return results again.

SIERRA-30116

Cumulative Statistics retention is one month less than expected

By default, the number of months (or files) of cumulative statistics that should be retained is 13, which should provide for a full year of statistics plus the current month. However, the earliest file is being removed prematurely, so only 11 months plus current are being retained.

SIERRA-29774

Series authority records reported as blind references

When series fields in bibliographic records have volume subfields (|v), the authority record is reported in the Blind References Headings Report. Volume subfields should not be part of the fields analyzed when comparing series in bib records with series authority records.

SIERRA-29739

Keyword indexing: mapping upper and lowercase Greek sigma character incorrectly

The system doesn't retrieve any records when searching words with letter sigma keyed in capital letters at the end of the word.

In this case, the system is not retrieving results with the words ending in sigma in capital letter "Σ" but it retrieves records if we change to lowercase "ς" {U03C2}.

SIERRA-29332

If a field in a record has subfield |6, AACP doesn't update that record but marks it a Near match.

Automatic Authorities Control Processing (AACP) feature doesn't update records with subfields |6 but rather marks them as Near Match

SIERRA-28955

Global Update call number variable item record field not showing |f and |a

In Global Update, libraries review call numbers to check if staff have used |f for prefix followed by |a with Dewey number. In older versions of Sierra, Global Update displayed the variable item field (call number) showing the |f prefix |a Dewey number. Now the call number does not display the subfield delimiters, making it useless for quality control check of call numbers with prefixes.

SIERRA-28877

The entry don't display 'Your entry ... would be here' if "Compact Browse" checkbox is disabled

Instead of 'Your entry ... would be here' displays blank entry .

SIERRA-28119

Chinese character cannot be searched in title search in SDA

Chinese character 系 cannot be searched in SDA. Reported in Sierra 4.0

SIERRA-21684

Locations facet displays "none" and "multi" in Arabic user interface and not in Arabic language

In the graphical browse screen in the Sierra Desktop Application the locations facet uses the English language "multi" and "none" descriptors for records with attached records in multiple locations and for records with no attached records respectively.

SIERRA-18166

Verify Headings in Compact Browse shows indexed entries instead of correct characters

Verify Headings in Compact Browse, in Chinese and Thai, are displaying indexed entries. Verify Headings in Compact Browse, in Chinese and Thai, should display the appropriate characters for the language (instead of the indexed entries).

SIERRA.18066

Arabic character WAW should not be indexed if it stands alone (blank before and after)

The letter waw (meaning "and") may be the first character of the word that follows or it may stand alone. When it is the first character of the following word it is stripped when indexed and a search will find the phrase whether the waw is keyed or not. If the waw stands alone (preceded and followed by a blank space) it currently has to be keyed for the phrase to be found.

SIERRA-15599

Z39.50 - Update Holdings function grayed out

Update Holdings function is grayed out when the login is set to Compact Browse mode, and when a Remote search retrieves exactly one result.

CIRCULATION (17)

SIERRA-30382

Ecommerce duplicating payments

Ecommerce on Express Lane duplicating some payments

SIERRA-30002

Item location is not being selected as home pickup location for item-level holds

Item-level holds on Home Pickup copies at multi-branch libraries are not allowing the staff member to select any of the associated branches as the pickup location.

SIERRA-29691

Scrollbar skips to top of the table in Graphical Browse Display

When loading more keyword search results in "Search/Holds" function past initial 50 lines, the scrollbar skips to the top of the table using Graphical Browse Display

SIERRA-29590

Unable to clear Fines Paid database in SDA when workstation Time Zone is set to UTC+2:00

Users are unable to clear Fines Paid database in SDA when workstation Time Zone is set to UTC+2:00. The database can be cleared when the PC Time Zone is set to another time.

SIERRA-29353

Fines tab shows wrong amount with $MONEYFMT set to match Swedish Kroner format

When the MONEYFMT environment variable sets the hundreds separator to '.' and the fractions separator ',', the patron's MONEY OWED (if greater than zero) does not display correctly in the Fines tab when the patron record is opened. The right-most three digits are cut off, so for example instead of "kr1.913.25" the tab would show "kr1.91".

SIERRA-29017

SIP2 Media Type values incorrect when field association is Item Type

When the field association is set to 61 Item Type in the SIP2 Automated Self-Checkout Media Types table, the Item Type values are not mapped correctly to the set media type values.

SIERRA-29002

Program waitlist always prints in alphabetical order by patron name

Program Registration prints the waitlist in alphabetical order by patron name rather than in chronological order. This differs from the display in SDA which, by default, displays in the order patrons were added to the waitlist (chronologically.)

SIERRA-28644

Expired bookings have "No Title" in Bookings Maintenance and in patron's bookings history

The title of expired bookings display in Bookings Maintenance as "No Title" but items of expired bookings have a title field.

SIERRA-28533

Unable to modify hold pickup location in the patron record if item has been checked out to another patron while on the holdshelf

Unable to modify hold pickup location from patron record if the item has been checked out to another patron while it was on the holdshelf for the patron with the hold. A 'The hold was modified' message will appear but the hold details have not changed.

SIERRA-28445

Delay in getting SMS notification

There is delayed in getting SMS notification to patron of about 60 to 90 min.

SIERRA-26594

When creating Statement of Charges in the Notices function, the date and amount filters are not filtering notices

When preparing Statement of Charges notices, filtering by either the date the charges were incurred or the amount owed does not work.

SIERRA-24825

Locally available item not paged when hold placed using the Library Priority table

Locally available item not paged in SDA when hold placed using Library Priority table. Reported in Sierra 3.1.

SIERRA-24532

Express Lane produces broken checkouts for items with item level holds.

Performing a checkout on Express Lane with an item with item level hold, produces a broken checkout. The patron hold has to be for a different patron than the one checking out the item. After the checkout, the item can't be checked in (Will not checkin using Sierra desktop or offline circulation).

SIERRA-21736

Arabic patron names cut short in some Sierra displays

Patron name display in "Checked out on ... " status messages in Search/Holds only displays a maximum of 16 characters. This is problematic as this is too short for Arabic names.

SIERRA-18236

Patron API SSL responses do not contain closing tags for container elements

Patron API SSL responses do not contain closing tags for container elements, rendering them invalid for some vendors. All html responses should contain valid syntax, including the closure of container elements. (example: <HTML> </HTML>)

SIERRA-16233

Incorrect call number for the ending barcode displays

Compare File of Barcodes to Shelflist inventory control report displays the incorrect call number for the ending barcode and incorrect message that there are 10,000 items in the range.

SIERRA-30644

Sierra Desktop App shuts down with a "Server not responding" message" when "View Cancelled Holds" is selected.

When choosing "View Cancelled Holds" SDA will shut down, if an earlier cancelled INN-Reach hold exists in Postgres, which matches a current INN-Reach item on the patron's record

CREATE LISTS (3)

SIERRA-30301

Show Info on some review files does not work and puts the SDA session in a bad state

In Create Lists, selecting "Show Info" for a review file doesn't work and eventually the session will close.

SIERRA-29843

Create Lists: Export Records: order record FUND field does not export

Exporting the order record fixed-length field #12 FUND via Create Lists Export Records does not work.

SIERRA-18096

EPQ message when creating list for items with sticky status field

Create Lists generates EPQ (Error occurred processing query) messages when searching on item "Sticky Status" field (ff306) with the conditions "equal to" or "not equal to".

ELECTRONIC RESOURCE MANAGEMENT (1)

SIERRA-22714

ERM load is not taking MARC indicator values from record template

ERM coverage load should take indicator values from the template chosen by user in prompt.

ENCORE (1)

SIERRA-30091

Bad record numbers being created for Encore

Sierra writes bad record numbers for newly created records into Encore syncing queue when Sierra system is under heavy load.

SERIALS (1)

SIERRA-27227

System automatically adds a cover date/year when adding a new box to a checkin card

In Serials Checkin, when adding a box to the end of a card that has no Cover dates, in 'Add Issue Boxes,' the user discovers that the system adds a default Cover date/year to 'Add Issue Boxes,' which results in unwanted Cover dates in newly added boxes, displayed in the card.

SIERRA WEB (3)

SIERRA-28817

Expand Special Fields Shortcut not working

The shortcut Key to expand special fields (Leader, 007, 008) doesn't work in Sierra Web. If the user right-clicks and selects from the dropdown the special fields do expand.

SIERRA-28815

Modify Group replace all is inconsistent

In Modify Group when you select Replace All, it rarely replaces all and more often will replace just the first or the last one in the list.

SIERRA-28814

Summary view of items check all is slow

In a session in the SDA using Summary of Items, View Items, if you tick the left most column header in Sierra, it automatically puts a checkmark in all the items in the summary display. In Sierra Web, this rarely works.

WEB ACCESS MANAGEMENT (1)

SIERRA-28970

Unable to access Web of Science in Chrome with wam_http11 enabled

You should be able to access database through WAM with but the page never loads.

WEB MANAGEMENT REPORTS (1)

SIERRA-16971

Chinese characters do not display

The Web Management Reports (WMR) Cross-tab spreadsheet interface reports don't display Chinese characters properly. Unicode values are displayed in curly braces.

WEBPAC (15)

SIERRA-30441

Some URLs double-encoded when redirecting through SSO server

Redirects through a customer's SSO server can cause double-encoding for already encoded URLs in some cases.

SIERRA-30384

Incorrect Numbers Populating Reports after SUSHI Harvesting

When SUSHI harvests complete, incorrect usage numbers are being populated into the COUNTER reports generated from the Resource Record's Statistics tab. These numbers are not the same as the actual journal usage reported by the vendor. This issue appears to happen for all customers using ERM SUSHI Harvesting.

SIERRA-30383

SUSHI Statistics not Populating in the Correct Months

When SUSHI harvests run, usage count numbers are not populating into the correct months in the COUNTER report spreadsheet generated from the Resource Record's Statistics tab. This issue appears to happen to all customers using ERM SUSHI Harvesting.

SIERRA-30103

Limit to Available does not work with scoped keyword searches

The specific problem reported, limiting a scoped search to available items returns no results, is fixed in Sierra 5.1 however there could be different manifestations of the problem at different libraries. If you are on Sierra 5.1 and continue to experience a problem, please open a new ticket.

SIERRA-30067

Unable to request available items with volume fields when REQUEST option is set to denyifavail or denyiflocalavail

Request button is suppressed for available items with volume fields when REQUEST option is set to denyifavail or denyiflocalavail.

SIERRA-30063

Hold status incorrectly displaying as "READY FOR PICKUP" if previous patron cancels

When a hold on the holdshelf is canceled, the next patron in the hold queue sees a "READY FOR PICKUP" hold status in the web

SIERRA-29764

Keyword searching is slow

Performing a keyword search takes 30-40 seconds to retrieve and display the results. Performing phrase/index searches takes less than two seconds to complete.

SIERRA-29268

In patron's reading history, the 880 fields in some records incorrectly display in subsequent records.

When a patron views their reading history, if one of the records has an 880 field displaying, that 880 field will display for several subsequent records in the list.

SIERRA-28872

The contents of the first scope line if different from View Entire Collection is not viewable in Maintain Scope Menu

Sierra sites as of 4.1 are not able to see the contents of the first scope menu line if it's different than the "Entire Collection" scope when using Maintain Scope MENU in the Admin Corner.

SIERRA-28670

WebPAC gets truncated on Greek interface

When performing a keyword or author search, the results page is truncated without displaying all the records.

SIERRA-27639

Sort order of items in WebPAC is different than the order of attached items on some records

Items in the WebPAC are sorting differently than what you would see in the Sierra Desktop App. Reported in Sierra 4.0 and Sierra 4.1.

SIERRA-25078

Psearchd cron job is not processing keyword searches as expected

The psearchd cron jobs that runs nightly is not finding expected records in a saved keyword search that is marked for email. A saved title search that finds the same record generates a notification email.

SIERRA-24930

Unable to delete WebBridge field selector definitions

When trying to delete a WebBridge field selector definition in the WebBridge management interface, the browser indicates that the definition will be deleted, but it does not get deleted. This does not happen with any other kind of definitions.

SIERRA-24412

Chinese Phrase index record browses incorrect

Some phrase index searches return an incorrect record browse. Sometimes you see multiple index entries on the record browse screen (which should never happen) or the record(s) listed under the incorrect index entry are not correct for the search results and link to different full records than the one shown in the record browse or records that should appear in the record browse do not.

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