



SIERRA PROGRAM REGISTRATION

Program Registration Troubleshooting Guide

Troubleshooting Topics

- Display of Programs
- 'programs.html' File
- Custom Forms
- Registering for Sections

Display of Programs

A program doesn't show in the calendar or WebPAC.

Cause: The program or section record is suppressed.

Resolution: Modify the program or section record and change the GCODE3 or ZCODE3 (suppression) field so that the record is no longer suppressed.

Cause: The program is not within its published timeframe.

Resolution: Check the program's Publish Date and Unpublish Date. If the Publish Date is set, is it in the past? If the Unpublish Date is set, is it in the future? Publish and Unpublish dates determine when programs display in the calendar and in WebPAC. See [Publishing Programs](#) and [Unpublishing Programs](#).

Programs are published early or late.

Cause: Your server time may be either fast or slow.

Resolution: If your system is Software Only, contact your system administrator to check the system time; otherwise contact Customer Support.

The calendar slide-in does not work for some programs.

Cause: The program variable fields (for example, public note) contain invalid HTML.

Resolution: Remove HTML tags from program record data or make sure that the HTML is valid

Programs are not found when searched by program keywords in WebPAC, even though they are published and display in the calendar.

Cause: The AVS_TAG web option doesn't include the program registration keyword index tags.

Resolution: Add the Program Registration keyword index tags to the AVS_TAG web option. By default, these tags are PLQHJI unless any of these was already in use when Program Registration was installed on your system. If you aren't sure what the Program Registration keyword index tags

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on your system are, contact Customer Support. You can then record the the tags for your future reference.

Programs are not found when searched in the keyword index title slice.

Cause: Program names are not indexed in the keyword index title slice.

Resolution: The system is behaving as designed; only bib record titles are included in the keyword index title slice. In order to search for program records, use the general keyword index (X) or a specific program record index.

Limiting the program calendar by location (using scopes) results in a list of programs at the limiting location, but the list includes results for all branches offering that program. Library staff want to limit the display of sections to those at the branch to which the patron's search is scoped.

Cause: Program Registration honors the setting in place for WebPAC for the display of attached records within location-based scopes. When a patron selects a location-based scope and then views an individual record, the library has the option of displaying information only from those attached records which fall within the scope, or from all attached records. The setting in place for your library's WebPAC will be used for Program Registration display as well.

Resolution: Contact Innovative to change your library's setting for the display of attached records within location-based scopes. Note, however, that if your library has 'mixed' scopes, e.g., BCODE and location-based scopes, the system will be set to display all attached records (scoped or not).

'programs.html' File

The /programs command link returns a 404 error.

Cause: There is no programs.html file in the screens directory

Resolution: There is no default programs.html form; you must create a custom form if you wish to use this search page. You can find an example form in the WebPAC Example Set. See also [Programs Search Page](#).

Custom Forms

The system is not using custom forms program_register.html and program_confirm.html.

Cause: The library changed the program_register.html and program_confirm.html forms but did not refresh the Program Registration web application.

Resolution: Refresh the Program Registration web application.

See [Program Registration Form](#), [Program Confirmation Form](#), and [Refreshing Web Applications](#).

Registering for Sections

Sections open for registration early or late.

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Cause: Your server time may be either fast or slow.

Resolution: If your system is Software Only, contact your system administrator to check the system time; otherwise contact Customer Support.

Attempting to register for a program from the staging WebPAC results in an HTTP Status 404 error.

Cause: The Program Registration web application (which performs the registration when a patron signs up for a section) exists only in the live WebPAC, not the staging WebPAC.

Resolution: Register from the live WebPAC or from the program calendar.

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