

## Outreach Search Interest Issue

### What is the problem:

Sometimes when using the Search Interest Wizard in the Outreach Module an error will occur. This error will look up the wizard and not allow any further searches to be done for the rest of the day. After our nightly halt and run the wizard will work once again.

### Who reported the problem:

Saint Charles Public Library was the first library to notice this issue in SWAN in February 2019. They initially reported it and Crystal Vela worked with Sirsi Dynix to work out a solution. Sirsi Dynix stated that SWAN could rectify the situation with a halt and run. At this point the issue was intermittent and did not happen again for some time.

### Ticket Timeline

2/2019-Sirsi Dynix was made aware of the problem. A halt and run of the system rectified the situation

8/2019- Another instance was reported, and another ticket was opened with Sirsi Dynix.

- Sirsi Dynix suggested a rebuild text report. Crystal Vela asked IT manager Steven Schlewitt to look at the open case.
- Steven ran a rebuild text on August 20<sup>th</sup>

9/2019-Steven adds that SCD has reported another instance of this problem happening.

- Steven relays the exact steps that Saint Charles took when they ran into the issue.
- Sirsi Dynix suggested that we increase a timeout for Outreach on our server and that was implemented, this did not solve the issue.
- Sirsi Dynix escalated this issue from their support team to their development team.
- Membership Known Issue was created on the SWAN website.

10/2019- SWAN attempted to do a live demo and could not access the Search Interest wizard. We reported this to Sirsi in our case.

- The issue was upgraded to a UNI and was under the investigation phase.

1/2020-Crystal Vela inquired if there was any more progress on the UNI. Sirsi Dynix suggested escalating the case to SWAN's LRM.

- Crystal spoke with SWAN Director Aaron Skog and he put it on the agenda for his meeting with SWAN's LRM.

### Helpful Links:

Link to Known Issue on SWAN website: <https://support.swanlibraries.net/node/66845>

Link to JIRA on the Sirsi Dynix website: <https://support.sirsidynix.com/case/500f200001SwgMuAAJ>