

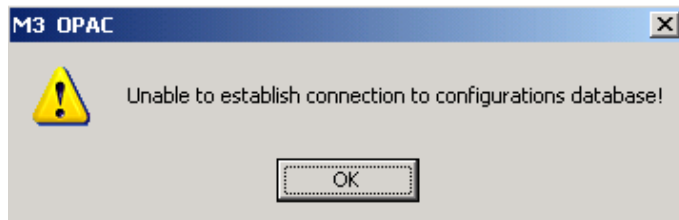
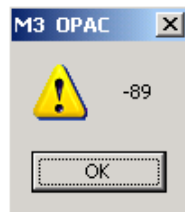
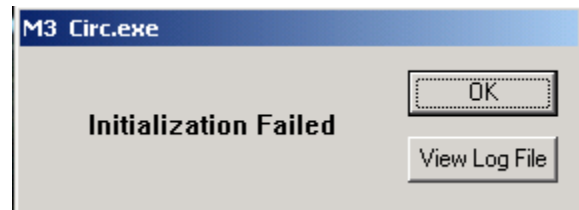
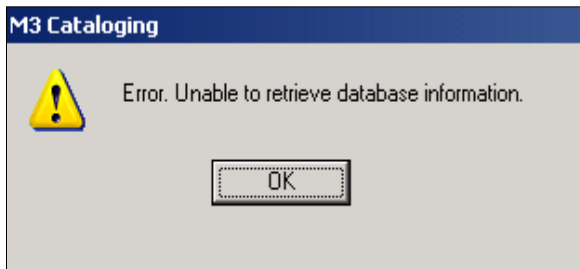
# **TROUBLESHOOTING MANDARIN M3**

## **Contents**

<i>Cannot get into any M3 Modules</i> .....	1
<i>Report does not print any information</i> .....	2
<i>Cataloging module will not allow modification or creation of new records.</i> .....	2
<i>It takes FOREVER to launch Circulation.</i> .....	2
<i>A patron or item barcode will not scan, but the patron/item is in the database.</i> .....	3
<i>In Circulation, items will not loan/return.</i> .....	3
<i>When entering the “holidays &amp; exceptions” dates, the date is right but the wrong day of the week is displayed.</i>	4
<i>When trying to adjust the “TO” and “FROM” dates, you get a message similar to the one below and cannot continue.</i> .....	5

## **Cannot get into any M3 Modules**

**Error message(s): Unable to retrieve database information (Cataloging, Group Editor, Inventory)**  
**Initialization Failed (Circulation)**  
**-89 (OPAC)**  
**Unable to establish connection to configurations database! (OPAC)**

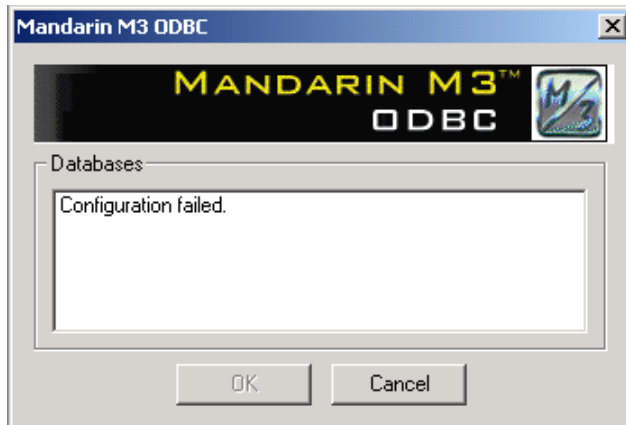


## **Resolutions:**

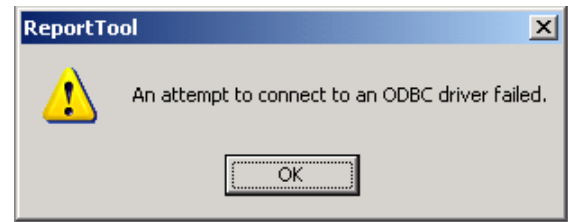
- 1) Make sure that you are accessing the program using the correct shortcut – either off the Start Menu ABOVE programs (in districts where that is applicable) or else from Start Menu under Programs (where Mandarin is installed on the local machine) - desktop shortcuts can be unreliable.
- 2) If it still doesn't work, call one of the Sues, your district tech person, or the HelpDesk and have them stop and restart the Mandarin service.

### **Report does not print any information**

**Error message:** Configuration failed.



**An attempt to connect to an ODBC driver failed.**



**Resolution:** Check your startup.ini file (C:\Program Files\Mandarin M3\startup.ini) to be sure it has the right IP address, port, and site key. Sue Tanner, Sue Kane or Kelli Edwards can supply that information if you need it; the Help Desk also has a list of this information.

### **Cataloging module will not allow modification or creation of new records.**

**Error message:** Unable to initialize record editor.

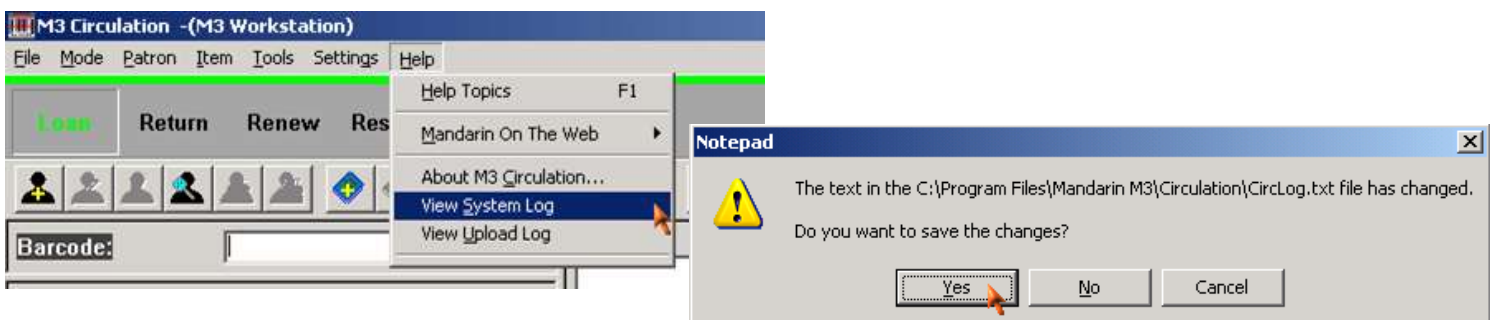
**No error message, but when the record is double clicked nothing happens.**

**Resolution:**

- 1) The most likely culprit is the ActiveMarcEdit.ocx file, located in C:\Program Files\Mandarin M3. Delete this file on your workstation and either copy the ActiveMarcEdit.ocx file to C:\Program Files\Mandarin M3 from your school's server or contact one of the Sues to send you a new copy of this file.
- 2) Records that have been downloaded from an outside source, such as Library of Congress, should be downloaded in a Non-Unicode format. If a record has been downloaded in Unicode format, you may not be able to edit it. Check with Sue Kane or Sue Tanner to fix it.

### **It takes FOREVER to launch Circulation.**

**Resolution:** When you finally DO get Circulation open, Click the "Help" menu, then "View System Log." A Notepad window will pop up – select all the text, delete it, and close the window. When it prompts you to save, choose "yes."



**A patron or item barcode will not scan, but the patron/item is in the database.**

**Error message:** Barcode not found! Rescan the patron or item barcode.

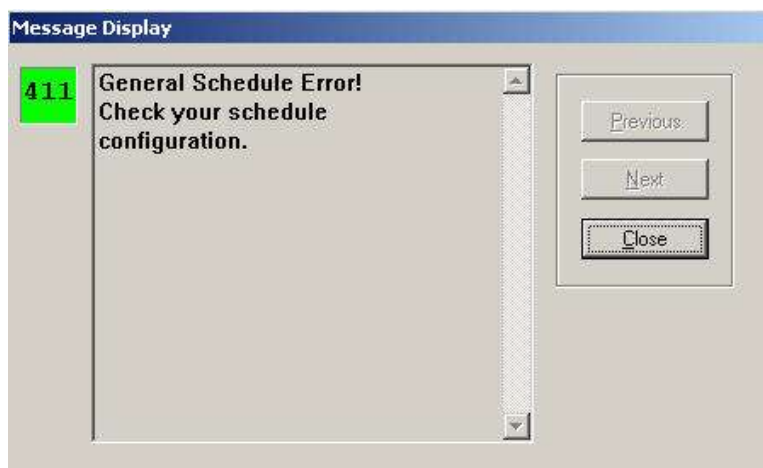


**Resolution:** Run the TableRepair.exe program in your Mandarin folder on the server.  
(If you cannot find it, contact one of the Sues!)

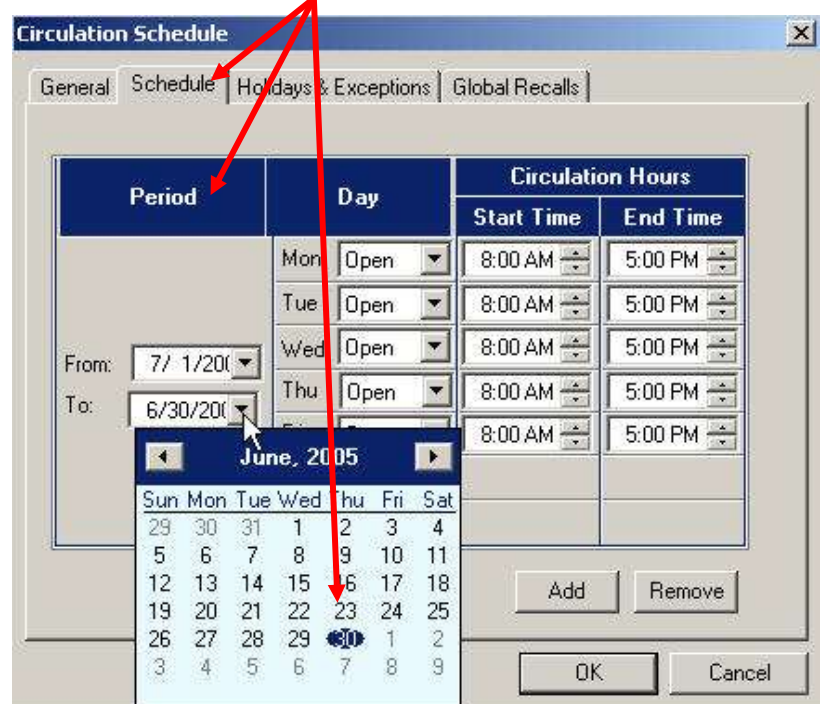
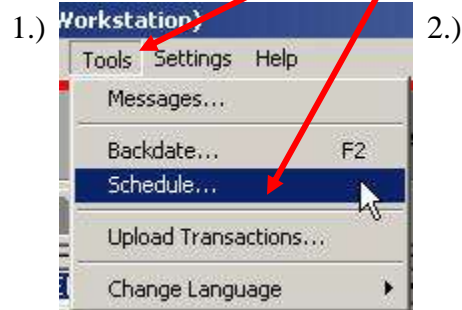


**In Circulation, items will not loan/return.**

**Error message:** General Schedule Error! Check your schedule configuration.



**Resolution:** The ending period in your schedule is set for a date in the past. To fix it, go to Tools, Schedule, then click the Schedule tab in the next dialog box and under the Period section, change the “to” date to a date in the future.



**When entering the “holidays & exceptions” dates, the date is right but the wrong day of the week is displayed.**

**Resolution:** This is a known issue with Windows 7 and has to do with Daylight Savings Time. We’ve been told if you change the options on your computer to not automatically adjust for DST it should work fine. This is not always possible or practical! Until the bug is fixed, try this:

1. Add your date (notice that though the calendar says that Nov. 11 is on a Friday, the exception says it’s on a Thursday).
2. Click the “Add” button again. Notice that it now has two of the same date with two different days of the week.

Circulation Schedule

General | Schedule | Holidays & Exceptions | Global Recalls

R	Date & Status	Circulation Hours
		Start Time   End Time
<input type="checkbox"/>	Mon 9/ 5/20 Closed	
<input type="checkbox"/>	Mon 10/10/20 Closed	
<input type="checkbox"/>	Tue 10/11/20 Closed	
<input type="checkbox"/>	Thu 11/11/20 Closed	

R=Repeating Exceptions

Add Remove

Description  
<enter description here>

OK Cancel

Circulation Schedule

General | Schedule | Holidays & Exceptions | Global Recalls

R	Date & Status	Circulation Hours
		Start Time   End Time
<input type="checkbox"/>	Mon 9/ 5/20 Closed	
<input type="checkbox"/>	Mon 10/10/20 Closed	
<input type="checkbox"/>	Tue 10/11/20 Closed	
<input type="checkbox"/>	Thu 11/11/20 Closed	

R=Repeating Exceptions

Add Remove

Description  
<enter description here>

OK Cancel

3. Highlight the incorrect one and click the Remove button.

Circulation Schedule

General | Schedule | Holidays & Exceptions | Global Recalls

R	Date & Status	Circulation Hours
		Start Time   End Time
<input type="checkbox"/>	Mon 9/ 5/20 Closed	
<input type="checkbox"/>	Mon 10/10/20 Closed	
<input type="checkbox"/>	Tue 10/11/20 Closed	
<input type="checkbox"/>	Thu 11/11/20 Closed	

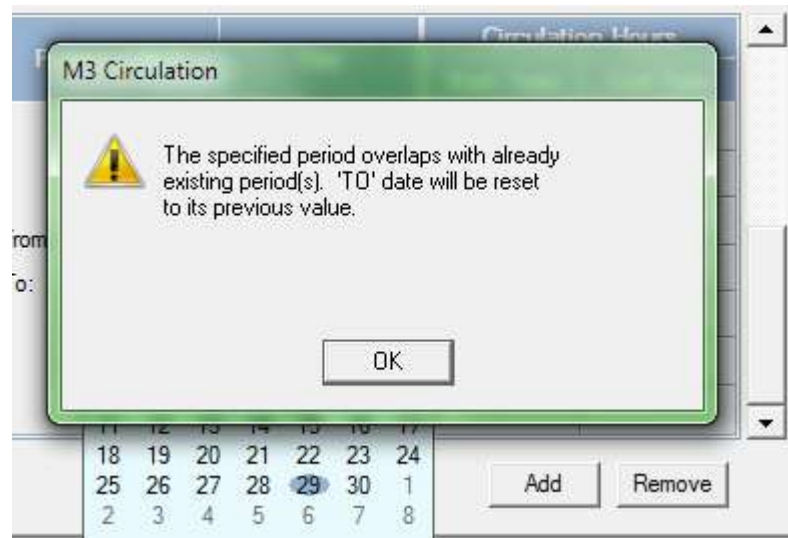
R=Repeating Exceptions

Add Remove

Description  
<enter description here>

OK Cancel

**When trying to adjust the “TO” and “FROM” dates, you get a message similar to the one below and cannot continue.**



**Resolution:** You may have multiple periods set up, but only need one. Check the “Schedule” tab and see if it says “Period 1 of 2” (or 1 of anything). It should only say “Period.”

If you DO have multiple periods, use the scroll bar to move down to subsequent periods and click the Remove button.

