

PIMMS Error Listing

The PIMMS error report is sent nightly to alert you to any errors returned by the PIMMS sync. These errors prevent any changes to the record from syncing, so they must be addressed to allow the patron or machine information to be updated. Errors remain in the report until they are corrected and the patron can successfully sync with PIMMS.

If an error is not listed below, or if the included recommended action / things-to-check do not clear the error, please contact Customer Support with the full row information from the report, including the Patron or Machine ID and the full error text.

Note that one line may include multiple errors. For example: “MaintainPatron - Edit Failed
First name must be a minimum of 1 and a maximum of 255 characters
Last name must be a minimum of 1 and a maximum of 255 characters
Individual patrons must have a 4 digit birth year (YYYY), or a full birth date (YYYY-MM-DD)”

If you need to change who at your library receives this vital report, contact
Customer Support at ks7@klas.com

Error Text	What it Means and How to Fix It
MaintainMachine - Edit Failed MaintainMachine - Cannot edit a machine that doesn't belong to your custodian. Current custodian ([name] [library])	This usually occurs when the patron and machine previously transferred out of your library and the machine has the status NAC/TFR. Change the item status to NAC/TFA to indicate that the machine is no longer at your library.
MaintainAddress - Delete Failed Cannot delete final address	Set a Contact Preference for a valid shipping address.
MaintainEmail - Add Failed A valid email must be supplied	Check the email format to make sure there is a valid email (with one @ and a .suffix) in the value field. Non-email text (such as a name, “N/A” or “none”) should not be included.
MaintainMachine - Edit Failed Machine Status - Not Found	This usually means the machine has a Cir Status of NAC or WDR and nothing set for the Mat Disposition. PIMMS needs to know why it is NAC. Change the item status .
MaintainPatron - Add Failed Institution name must be a minimum of 1 and a maximum of 255 characters	Confirm that the Individual checkbox on the main tab is set appropriately. Ensure that the Last Name field on the Main tab includes the name of the Institution.

MaintainPatron - Edit Failed Invalid legal acknowledgement email Invalid legal acknowledgement phone	Ensure that the Alt Contact with the Legal subtype has a valid email and/or phone number .
MaintainPatron - Edit Failed Invalid legal acknowledgement name Invalid legal acknowledgement title Invalid	Ensure that the Alt Contact with the Legal subtype has a job title in the Description field and a first and last name in the Name field. The name can be entered as Firstname Lastname or as Lastname, Firstname Middle.
MaintainPatron - Edit Failed Parent/Guardian info is required when answer is Yes or No	Ensure that an Alt Contact record is present with the subtype of Parent or Guardian . The contact's full name should be included, with their phone number and email. If multiple such records are listed, set a ParentalAck Contact Preference for the one that should be synced to PIMMS.
MaintainPatron - Edit Failed Patron ID must be a minimum of 1 and a maximum of 12 characters	Ensure that the patron has an ID in the Barcode field on the Patron Main tab. The ID must not be longer than 12 characters. Contact Customer Support if you are unable to edit the barcode.
MaintainPatron - Edit Failed First name must be a minimum of 1 and a maximum of 255 characters Last name must be a minimum of 1 and a maximum of 255 characters	Confirm that the Individual checkbox on the main tab is set appropriately. Ensure that the First Name field on the Main tab includes the given name of the patron, and the Last Name field includes the family name of the patron.
MaintainPatron - Edit Failed Individual patrons must have a 4 digit birth year (YYYY), or a full birth date (YYYY-MM-DD)	Ensure that the Birth Date of the patron is filled in. If the patron does not give their birth date but you are certain they are an adult, 01/01/1900 can be used.
MaintainPatron - Edit Failed MaintainPatronStatus - No Patron Status found with id -1	Set-up error; contact Customer Support.
MaintainSubscription - Add Failed Media Type Not Found	Set-up error; contact Customer Support.
Patron _____ is not a Patron of this Library in PIMMS. The Patron is in [Library ID] at status 'Active'.	The patron should be Transferred In to your library. Contact Customer Support for help "un-sticking" a transfer.