Patron not appearing in QuickDoc Grid

Problem:

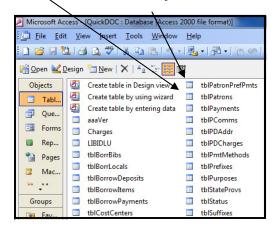
A patron does not appear in the Patron List inside QuickDoc. When attempting to add the desired Patron, Quick-Doc warns that the patron already exists, despite not showing up within the list.

Solution:

This problem can often be solved within the QuickDoc database. Open up the QuickDoc database (*QuickDOC.MDB*). You can find the location of the database within the bar at the bottom of your QuickDoc application.

C:) ▶ Program Files (x86) ▶ QuickDOC						
Print Burn New folder						
Name	Date modified	Туре	Size			
Archives	7/13/2012 1:49 PM	File folder				
BACKUP	5/23/2013 9:42 AM	File folder				
\mu DBBackup	6/10/2011 11:50 AM	File folder				
\mu EFTS	6/10/2011 11:51 AM	File folder				
퉬 Export	6/10/2011 11:51 AM	File folder				
퉬 Import	4/6/2012 4:23 PM	File folder				
퉬 QDBorrow	5/15/2013 4:35 PM	File folder				
퉬 QDLoan	7/12/2013 3:54 PM	File folder				
Scroll Down to find QuickDoc:MDB						
MSADOX.DLL	7/10/2002 9:32 AM	DLL File	176 KB			
🕢 Quickdoc.hlp	6/10/2007 3:24 PM	Help file	116,198 KB			
🐴 QDUpd.MDB	1/13/2007 1:20 PM	Microsoft Office Access Application	4,728 KB			
QuickDOC.MDB	7/12/2013 4:42 PM	Microsoft Office Access Application	4,728 KB			
📕 QDLatest.pdf	6/10/2007 2:07 PM	PDF File	1,621 KB			
QuickDOC.pdf	6/10/2007 1:35 PM	PDF File	9,761 KB			
DupNLMUI.txt	10/13/2003 1:49 PM	Text Document	22 KB			
INSTALL.LOG	5/23/2013 9:42 AM	Text Document	33 KB			
LIBIDtoOCLC.txt	12/5/2006 8:07 PM	Text Document	20 KB			
📄 License.txt	3/7/2003 11:55 AM	Text Document	3 KB			
MyLibraries.txt	5/23/2013 9:43 AM	Text Document	1 KB			

Open up two tables in the QuickDoc.MDB: tblPatrons and tblPatronPrefPmts.



These two tables will have several columns located within. Take a look at the column labeled *PatronsPrefPmt* inside the *tblPatrons*.

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P	Microsoft Access - [tblPatrons : Table]									
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		PatronID	PatronLocalID	PatronLastName	PatronFirstName	PatronMI	PatronDeptID	PatronPrefPmt		
	+	1		(None)			(None)	1		
	+	2	[1]	Salzman	Edwin		SURG	2		
	+	3	[2]	Sachs	Ben		OBGY	3		
	+	4	[3]	Reinold	Α.		RHEUM	4		
	+	5	[4]	Printz	Hartmut		SURG	5		
	+	6	[5]	Daly	Jay		LIBR	6		
	+	7	[6]	Adams	Nancy		MED	7		
	+	9	[8]	Dewalt	Steve		LIBR	9		
	+	10	[9]	Miller	Ann		NURSADM	10		
	+	11	[10]	Bowers	Mary Ellen		NURSADM	11		
	+	12	[11]	Makadon	Harvey		EMER	12		

Check to see if the number for the specific patron that is not showing is also listed with the same number in the column labeled *PatronPrefPmtRec*, also make sure that the *PatronPrefPmtID* is the same as the *PatronPrefPmtRec* for this specific patron.

Microsoft Access - [tblPatronPrefPmts : Table]					
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PatronPrefPmtID	PatronPrefPmtPatronRec				
1	1				
2	2				
3	3				
4	4				
5	5				
6	6				
7	7				
9	9				
10	10				
11	11				
12	12				

If these numbers are off then make them match and save what you have done in the QuickDoc.MDB. When this is done reopen QuickDoc and see if the patron now appears in the grid. This may have happened because a request was not completed in the correct way, or because admin rights were needed to save information within QDPortal when the request was originally made. Make sure that have admin rights to be able to access the QuickDoc.MDB file and that you can alter the information therein. Some people don't have admin rights to be able to access the files needed to be altered.