Enterprise Incompatibilities:

XP Computer, on Internet Explorer: Catalog displays as white screen.

On XP computers, the catalog can be accessed using an alternative browser, such as Chrome or Firefox.

Windows 7 Computer (or newer), on old version of Chrome (versions prior to 54): catalog does not load.

In this instance, Chrome can be updated through the top-right menu, going down to “Settings”, and then selecting “About” on the left-hand side. If Chrome cannot be updated, an alternative browser such as Internet Explorer or Firefox can be used.

Mobile Devices:

The catalog is *NOT* optimized to be mobile-friendly. On some devices, with some browsers, the catalog will not load; other devices or other browsers will load the catalog appropriately.

The most common issue on mobile devices is that clicking on “My Account” or “Login” has the screen freezing and turning gray. This is actually because the login window has opened, but the mobile screen has not auto-focused on it; the login window will be off-screen, and can be found by zooming out and/or moving the screen down the page.

Enterprise Known Issues:

Checkout History doesn’t sort

The next software update of Enterprise fixes this issue. We’re currently testing the update to determine compatibility.

Diacritics (á, è, ç, ö, etc.)

The catalog cannot search for a letter with a diacritic; it will search for the letter without the diacritic (a search for “ö” returns results for “o”), which may or may not match the record being searched for.

Diacritics are returned when clicking on an Author or Subject heading link: clicking on Author: [Le Carré, John, 1931-](https://wlso.ent.sirsi.net/client/en_US/erctest/search/results.displaypanel.displaycell.detail.mainpanel.fielddisplay.newsearch?qu=Le+Carr%C3%A9%2C+John%2C+1931-&rt=false%7C%7C%7CAUTHOR%7C%7C%7CAuthor) will return the expected results with diacritics, where a keyword search for “le Carré” might not return all expected results.

Known Issues: Advanced

Reference Books appear to be able to be holdable, but then the hold is denied.

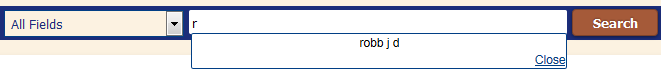
The catalog determines what to show in the “Holdable” column by looking at both Item Type and Home Location; if at least one of the two is set as “No Hold” across the entire system, then the Holdable column will show “No Holds”.

Some Reference materials, however, are of a Type that allow holds, and are in a Home Location that broadly allows holds, but are owned by a library that does not permit materials in that Home Location to be checked out or placed on hold.

Since the Type allows holds and Location is not globally blocked from having its items held, the item will show “Holds Allowed” in the Holdable column, but that particular item will not be able to be placed on hold (if the library owns a second copy in a Location that does allow holds, or if its owned by another library that allows holds, then a Title-level hold could be placed on the item).

Search Suggestions don’t appear for every search

Search suggestions are terms suggested in a dropdown beneath the search box when a patron starts to type in a search:



These terms are not pre-determined, but are created through prior searches done by patrons.

A term will appear as a suggested search term if it has been searched more than three times over the past week, whether by one patron or by multiple. A term will stay on the list as long as it continues to be searched for often enough to stay above the minimum threshold.

Exclude Facet doesn’t exclude all items that should be excluded

The facet works using item categories, but the search results display title-level records. Therefore, titles are only removed from the search results when all items of the title are to be excluded.

This works on a broad level, to remove Picture Books from a search, but when different libraries give their items different qualities, as long as at least one item is not excluded, the title remains on the search results (displaying all items attached to it).

This is also the case when it comes to excluding by the Library facet; doing so will remove all items that only your library owns, but if another library owns the item, the title is not removed from the search results.