Fixing Stuck Preferences

We have had a few reports of settings becoming "stuck" in the web client. Although the cases reported have occurred with Hatch installed, we have not ruled out the problem for non-Hatch Users. So far, the reports have been related to the following issues but may not be limited to these:

- Checkin Modifiers staying on even after turning them off.
- Patron Summary always reverting to Collapsed.
- Grids not maintaining the correct column configuration/layout.
- Receipts/Slips printing without up-to-date code from the corresponding Print Template
- (Hatch Users Only) Certain Receipts/Slips not printing when others do or printing to the wrong printer even though you have correctly adjusted the *Force Printer Context.*
    - **NOTE:** *If none of your templates are printing or all are printing to the incorrect printer, first make sure your Printer Settings are set up correctly.*

In each reported case, the issue seems to be with a "stuck" preference. To fix the problem, the preference has to be reset. If you have experienced any of these problems or something similar, the following workflow can be used to right the situation:

PROCEDURE FOR NON-HATCH USERS

⚠️ **NOTE:** This procedure should also work for users who only use Hatch for printing or are using the **Alternate Workflow** for storing local settings in Hatch.

1. Go to Administration>Workstation>Stored Preferences. You should be taken to the *Local Prefs* tab that lists all the local preferences stored within the browser.
2. Find the problem preference. (For help finding it, see **NAVIGATING STORED PREFERENCES** below).
3. Delete the problem preference. To do this, click the corresponding red *x*. When hovering over the *x*, you may get a "No" symbol. That is okay. You should still be able to click. On the pop-up confirm the delete.
4. Restore the correct preferences:
    - If you are removing checkin modifiers or adjusting patron summary, you are all set.
    - If you are removing grid configurations, you will have to reconfigure the grid as desired.
    - If you are removing print templates, then you will have to paste the correct code back into the corresponding template and save locally. (Administration>Workstation>Print Templates). After that
    - If you removed printer contexts, you will have to choose the correct printer context on the template and save locally. (Administration>Workstation>Print Templates).

PROCEDURE FOR USERS WHO USE HATCH TO STORE SETTINGS

1. Go to Administration>Workstation>Stored Preferences. You should be taken to the *Local Prefs* tab that lists all the local preferences stored within the browser.
2. Determine if the problem preference exists in this list. Note that at this point, the preference may not be there; that is okay. (For help finding it, see **NAVIGATING STORED PREFERENCES** below)
3. IF the preference is there, delete it. To do this, click the corresponding red *x*. When hovering over the *x*, you may get a "No" symbol. That is okay. You should still be able to click. On the pop-up confirm the delete.
4. In either case, next go to Administration>Workstation>Print/Storage Service ("Hatch"). Click *Copy Local Storage Settings to Hatch*. This ensures any changes made to your settings recently will be updated in Hatch.
5. Go back to Administration>Workstation>Stored Preferences. Now, click on the *Remote Prefs* tab. You will see a list of preferences stored in Hatch.
6. Find the problem preference (For help finding it, see **NAVIGATING STORED PREFERENCES** below).
7. Delete the problem preference. To do this, click the corresponding red *x*. When hovering over the *x*, you may get a "No" symbol. That is okay. You should still be able to click. On the pop-up confirm the delete.
8. Restore the correct preferences:
   - If you are removing checkin modifiers or adjusting patron summary, you are all set.
   - If you are removing grid configurations, you will have to reconfigure the grid as desired.
     - After making the change, go to Administration>Workstation>Print/Storage Service ("Hatch"). Click *Copy Local Storage Settings to Hatch* to update Hatch with the new grid configurations.
   - If you are removing print templates, then you will have to paste the correct code back into the corresponding template and save locally. (Administration>Workstation>Print Templates).
     - After making the change, go to Administration>Workstation>Print/Storage Service ("Hatch"). Click *Copy Local Storage Settings to Hatch* to update Hatch with the new template.
   - If you removed printer contexts, you will have to choose the correct printer context on the template and save locally. (Administration>Workstation>Print Templates).
     - After making the change, go to Administration>Workstation>Print/Storage Service ("Hatch"). Click *Copy Local Storage Settings to Hatch* to update Hatch with the new context.

⚠️**TIP:** If you continue to have problems, you may want to try the **Alternate Hatch Workflow** found in the **How to Install and Use Hatch** document.

NAVIGATING STORED PREFERENCES

Both local and remote preferences are sorted in alphabetical order, and the preferences are usually named something similar to the modifier, template, etc causing problems. Here are some examples:

- Auto Print Hold and Transit Slips Checkin Modifier: *eg.circ.checkin.auto_print_holds_transits.*
- Retarget Local Holds Checkin Modifier: *eg.circ.checkin.retarget_holds*.
- Amnesty Mode Checkin Modifier: *eg.circ.void_overdues*.
- Hold Shelf Slip Print Template: *eg.print.template.hold_shelf_slip*
- Transit Slip Print Template: *eg.print.template.transit_slip*
- Bills, Current Printer Context: *eg.print.template_context.bills_current*
- Collapsed Patron Summary: *eg.circ.patron.summary.collapse*
- Patron Items Out Grid Display: *eg.grid.circ.patron.items_out*
- Checkin Screen Grid Display: *eg.grid.circ.checkin.checkin*

Note that similar preferences have the same prefix.

- Checkin Modifiers begin with *eg.circ.checkin*
- Print Templates begin with *eg.print.template*
- Printer Contexts begin with *eg.print.template_context*
- Grid Configurations begin with *eg.grid*

Keep in mind that these pages list ALL your stored preferences, so be careful you are only removing the preferences that are related to your issue.