

Troubleshooting Common RedShelf Errors

Booklog's RedShelf interface allows you to load, activate, and refund e-books directly through Booklog.

Booklog communicates with RedShelf's servers throughout every step of the e-book sale, item load, and coordination. Each type of process has separate credentials that must be entered into Booklog. Because there are so many different credentials, it's easy to put them in the wrong place, which means that most RedShelf problems are the result of improper or incomplete setup.

This guide is designed for stores that are experiencing problems with their RedShelf e-books. In the first section, it outlines each type of RedShelf/Booklog interaction. It tells you how Booklog and RedShelf communicate with each other, concentrating on steps that aren't immediately visible to Booklog users. It also tells you which credentials are required.

In the second section, this document lists common error messages and explains how to fix them.

NOTE:

The RedShelf module is a paid premium module. You must enter the Access Key and Encrypted Key into the eBook Add In Parameter Detail window and the RedShelf Add In Parameter Detail window. If you do not have Access Keys or Encrypted Keys, contact Booklog Technical Support.

Selling RedShelf E-books

When you sell a RedShelf title, Booklog contacts RedShelf to request a PIN. RedShelf then generates the PIN and passes it to Booklog. Booklog receives the PIN and stores it with the sale, ready to be printed on the receipt. The PIN identifies the sale and allows the student to access the title online.

Booklog uses the credentials found in the RedShelf vendor record (defined as the vendor that uses the vendor code REDSH) to ask for the PIN. As a result, all RedShelf titles must have the RedShelf vendor in their Vendor1 field.

Fields Required

Set the fields on the Ebook tab of the REDSH vendor record using the following values provided by RedShelf:

- Request PIN URL: Custom request URL
- Refund PIN URL: Custom refund URL
- Store Network ID: Your store SAN
- Password: Token/ Web Service Password

Why Isn't My E-book Retrieving a PIN?

1. Your credentials may be incorrect. Review your credentials in the RedShelf (REDSH) vendor record
2. The item may have the wrong vendor. Set the Vendor 1 field in the inventory record to REDSH.
3. The item may not be set as an e-book. Check the inventory record's Miscellaneous tab. Confirm that the eBook setting is set to Yes.

Refunding RedShelf E-books

When you refund the title with the PIN, Booklog again contacts RedShelf to get the official authorization for the PIN refund. (The PIN is stored with the original sale. If you don't use a Quick Return to refund the e-book, you'll be asked to enter the PIN and transaction number.)

Booklog can only process e-book refunds if the PIN was retrieved through Booklog. If you used Timber to activate the PIN, you may not refund the title through Booklog.

Fields Required

Set the fields on the eBook tab of the REDSH vendor record using the following values provided by RedShelf:

- Request PIN URL: Custom request URL
- Refund PIN URL: Custom refund URL
- Store Network ID: Your store SAN
- Password: Token/Web Service Password

Why Isn't My E-Book Being Refunded?

1. Your credentials may be incorrect. Review your credentials in the RedShelf (REDSH) vendor record.
2. If the e-book was activated through Timber and sold through a mail order, you may not refund it through Booklog. E-books activated through Timber will have a PIN of "INET_SOURCED".

3. RedShelf may have discontinued the SKU. Run a coordination to update your SKUs and prices.

Adding Ebooks to Booklog

Never enter an ebook manually! Manually entered RedShelf titles will not have the information that Booklog uses to coordinate the titles.

Enter a print ISBN into the Maintain Courses & Adoptions window, then go to the Ebook tab. A list of related e-books will appear. Click on the Adopt button to localize and adopt an e-book.

-or-

Open a blank row in the Maintain Courses & Adoptions window's Adopted Items section, then go to the Ebook tab. Enter the digital ISBN or the print ISBN of the title. (You can find these numbers on www.redshelf.com.) Click the magnifying glass icon. Booklog will search the RedShelf catalog via the API and will load a list of related ebooks. Click on the Adopt button to localize and adopt an e-book.

In both cases, any localized items in Booklog will be highlighted in orange on the window. All non-local copies will be below the local titles, with no highlighting. When a record is adopted, it will be immediately localized - you'll see it highlighted in orange the next time you do the same search.

Why Is an Expected Title Missing?

1. You are not set up to use the API option.
2. You are entering the SKU instead of the related print ISBN or digital ISBN.
3. The edition or title is not available in RedShelf's catalog. Even if you adopted it last term, it may have gone out of print in the intervening period.

Fields Required

To use the API, set the fields in the RedShelf (REDSH) Add In Parameter Detail window using the following values provided by RedShelf:

- Web Service User: RedShelf Username/Web Service Username
- Web Service Password: Token/Web Service Password

Coordinating Your RedShelf Titles

RedShelf may change an e-book's pricing and SKU at any time, rendering your Booklog records obsolete. (RedShelf uses SKU's to track pricing. When RedShelf changes the price for an e-book, it also changes the SKU.)

Periodically coordinate your RedShelf catalog to update any existing, localized records.

When you run a coordination, Booklog logs into the RedShelf web service and compares each localized RedShelf e-book with the values in the web service.

The comparison checks two hidden fields on each record, the related print ISBN and the duration. (Duration means the length of time that the student can use the book, such as 90 days or 180 days. It's often found in capital letters in the ebook title.)

When Booklog finds a match on the print ISBN and duration, it looks at the price. If the price in the catalog is different than the selling price in Booklog, Booklog notes that the item must be updated.

If Booklog does not find a match, this is a sign that the e-book has been discontinued, and Booklog marks it for deletion.

Once Booklog has finished comparing all localized titles with the contents of the RedShelf catalog, it opens the coordination window. The coordination window shows all of your RedShelf titles, indicating which titles have a price change (and related SKU change) or that are marked for deletion. When you save the window, the changes are posted.

Fields Required:

Set the fields in the RedShelf (REDSH) Add In Parameter Detail window using the following values provided by RedShelf:

- Web Service User: RedShelf Username/Web Service Username
- Web Service Password: Token/Web Service Password

Why Aren't My Items Being Coordinated?

1. Records added by typing the SKU and title into a blank Inventory Detail record do not have a Print ISBN and the Duration, and thus can't be coordinated.
2. Your credentials may be incorrect. Review your credentials in the RedShelf Add In Parameter Detail window.

Understanding RedShelf Catalogs

RedShelf offers three types of catalogs:

- **API:** Access the entire RedShelf online catalog through the internet. This option is available in versions 20 and above, and is recommended by both RedShelf and Booklog.
- **Term-specific:** You provide RedShelf a list of print titles that are adopted to the current term, and RedShelf provides a customized list of e-books that match your adopted titles. A term-specific catalog will load quickly because it does not contain many titles.
- **Full Catalog:** The full catalog of all RedShelf e-book titles is too large to load into Booklog. Do not load the full catalog.

Uploading a Term List

If you decide to use a term-specific, customized catalog, upload a term adoption list when you have finished adopting titles for the term.

When you upload a term list, Booklog creates a list, logs into your FTP mailbox on the RedShelf server, and drops in the list. RedShelf then reviews the list and creates a customized catalog.

Fields Required

Set the fields in the RedShelf (REDSH) Add In Parameter Detail window using the following values provided by RedShelf:

- Username: FTP Username
- Password: FTP Password
- Server: ftp.redshelf.com
- Port: 21

Loading the RedShelf Catalog into Booklog

There are different ways to load the RedShelf term-specific catalog, and you must tell Booklog which options to expect. Open the Redshelf Booklist Import window, and choose the correct settings.

1. Tell Booklog whether you will need to retrieve the file from the FTP site, or if you have it already stored on your computer. In the Retrieve Method field, choose either FTP or File Import.

2. If you are retrieving the file from the FTP site, tell Booklog which catalog to look for. Use the Campus and Term fields to indicate the name of the term-specific file.

Booklog does not need any login credentials if you are using the File Import option. Booklog simply loads the selected file into a catalog table, replacing any existing values in the catalog table. Booklog then runs a coordination, comparing any existing local records with the ones in the catalog.

When retrieving the file from the FTP site, Booklog contacts the RedShelf FTP site and logs in with credentials recorded in the RedShelf add-in window. Booklog then opens the */files/adoption_matches/ folder* and looks for a file with your term code. Booklog then downloads the file to your computer and inserts the contents of the retrieved file into the catalog table, replacing the older values in the table. Finally, Booklog runs a coordination, comparing any existing local records with the ones in the catalog.

Fields Required

To download a catalog, set the fields in the RedShelf (REDSH) Add In Parameter Detail window using the following values provided by RedShelf:

- Username: FTP Username
- Password: FTP Password
- Server: ftp.redshelf.com
- Port: 21

Why Isn't My Catalog Loading?

1. Your credentials may be incorrect. Review your credentials in the RedShelf (REDSH) Add In Parameter Detail.
2. If you are download a term-specific catalog, make sure that you have the correct options in the Campus and Term fields in the Redshelf Booklist Import window.
3. The necessary files may not be registered on the computer. Run SOCK_RSA_COM.bat and Register_wod_dll.bat in your Booklog directory to register the files.

Troubleshooting RedShelf E-books

You get a "Failed to Open File" message.

If you get the "Failed to Open File" message when downloading the catalog via FTP, it's most likely that the file isn't available on RedShelf's FTP site.

1. If you are downloading the entire catalog, confirm that RedShelf has put the file called *current_rs_full_catfile.txt* on the ftp site. If not, ask RedShelf to change the file name to *current_rs_full_catfile.txt*.
2. If you are downloading a catalog for a specific term, wait a day after uploading the booklist to RedShelf. The file is generated overnight.
3. Check to make sure that you are downloading the file for the correct term.
4. Booklog matches the files on Term Code (in the Academic Term window) and Store SAN (in the Store Properties window). Make sure that these values have not changed since you sent your catalog, and that there are no blank spaces.

If you get the message when loading the catalog using the File Import method, there is something wrong with the catalog. Delete the old catalog file. Place a new, fresh copy of the catalog file on your computer. If that doesn't help, contact Booklog or RedShelf for troubleshooting help.

You get a "One or more of the parameters required to communicate with RedShelf are missing" message.

You do not have the FTP parameters required to download the e-book catalog. Enter these into the RedShelf add-in window.

One or more titles failed to retrieve their new pricing from the web service.

There are two possible reasons for this message:

1. You are not connecting to the e-Book Catalog Coordination web service. Review your Web Service User and Web Service Password/Token values in the RedShelf Add In Parameter Detail window.
2. One or more titles has missing or incorrect print ISBN or duration information. Pricing is determined by print ISBN and duration, not by UPC. When the coordination window opens, check for records without values in the Print ISBN or Duration fields.

NOTE:

RedShelf ebook duration can be pulled from two places. Usually, it's in the title field. Duration in the title field shows as text within parentheses, like (EXPIRES IN 120 DAYS) or (LIFETIME), and is parsed out during the coordination process. Duration may also appear in the Duration field. Print ISBNs are pulled from the eBook Print ISBN field.

An ebook record is deleted in coordination even though the ebook is available on the RedShelf website.

The deleted title may be missing a print ISBN or duration information. Pricing is determined by print ISBN and duration, not by UPC. When the coordination window opens, check for records without values in the Print ISBN or Duration fields.

Alternately, the selected combination of print ISBN and duration may be discontinued. Occasionally, Redshelf will discontinue some durations of ebooks while maintaining others. You may need to search for other ebooks related to the same print ISBN.

You get the message "Error accessing External object property blocking at line 11 in constructor event of object tm_u_sftp".

You need to register some of your files. Run register_wod_dll.bat, which is found in your Booklog directory (usually c:\blwin32).

You get the message, "Error calling external object function getfile at line 14 in function of _get_file of object tm_u_sftp".

The catalog file that you attempted to download is not available on RedShelf's FTP site. Contact RedShelf to ask for the catalog file.

You get the message "The following errors were detected: The submitted titleid cannot be found in system".

The ISBN/SKU of the book you are attempting to sell is not registered in RedShelf's catalog. The ISBN/SKU may have changed to reflect a change in the item's price.

1. Make sure that the item is a RedShelf e-book.
2. Coordinate your RedShelf catalog to pull the current ISBN/SKU for the item.

You get the message, "Error occurred while creating PIN request details: PIN was auto-retrieved and is unable to be refunded through Booklog" when trying to refund an e-book.

The e-book was auto-activated through Timber, and can not be refunded through Booklog. See <https://timberforum.bookstorewebsoftware.com/thread/100/refunding-redshelf-e-books> for more information, and contact Herkimer Media if you have questions.

You get the message "Error Text: Error calling external object function checkdir at line 14 in function of_check_directory of object tm_u_sftp".

Check the cfclog.txt file on the workstation for the error "Failed to change directory." If you find this, your RedShelf mailbox does not contain the correct directory. Ask RedShelf to create the `/files/adoption_matches/` directory and to place your downloadable catalog in that directory.

You get the message "The store has not been registered with the eBook Vendor" when trying to sell a e-book.

Go to the RedShelf vendor record, and open the eBook tab. Confirm that the Store Network ID matches your RedShelf ID, and that there are no extra spaces before or after the ID code.

You get the message "Error accessing external object property is_url at line 24 in function of_query_isbn of object n_bo_redshelf".

You need to register the communication files. Go to your Booklog directory (usually `c:\blwin32`) and find the file called `SOCK_RSA_COM`. Right-click on it and choose "Run as administrator". Follow the instructions in the running file.

You get the message "Error calling external object function connect at line 10 in function of_connect of object tm_u_sftp" and/or the message "Login incorrect".

The fields for Username, Password, Server, or Port in the RedShelf Add In Parameter Detail window are missing or incorrect.

You get the message "The eBook service was not configured correctly. There are no register PIN providers for the following "UPC(S)".

The item or items listed below the text are not assigned to the RedShelf vendor record, and thus no PIN was generated. The vendor code for RedShelf e-books must be "REDSH". Refund the items, then open the item record. Change the code to "REDSH", save your changes, and re-sell the item.

You get unexpected results when searching for a title through the Maintain Courses & Adoptions window.

You may have older catalog information stored in the database from your last catalog load. If you are now using the RedShelf API, ask Booklog Technical Support to clear out old, un-localized records.

All communication with the RedShelf API is recorded in the cfclog.txt file, including search queries, search results, coordination calls, sales, and refunds. If you see unexpected results on a search or coordination call, contact Booklog Technical Support. They can turn on the log file and re-run a query to see the information.

More Help

Call Booklog if you need more help! Our regular support hours are 8:00 AM to 8:00 PM, Monday through Friday. Weekend support hours are from 8:00 AM to 6:00 PM on Saturday. A weekend surcharge may apply.

- (800) 320-5834 x 260
- tech@booklog.com

Printed: 8/7/2023