When processing Odyssey Electronic Delivery, I get an error message on the screen

Last updated: Tue, 04 Feb 2020 22:41:12 GMT

**Symptom**

- When process electronic delivery, you see an error message saying "There was an error retrieving unmatched odyssey documents"

**Applies to**

- ILLiad

**Resolution**

In previous versions of ILLiad, ILLiad would not look past a certain point for any records that might have the value of Unmatched in the OdysseyReceived Table on the SQL Server. The current version does.

If OCLC hosts you, contact [OCLC Support](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/When_processing_Odyssey_Electronic_Delivery_I...).

If you are self-hosted, you should do the following:

1. Choose Okay and process any requests you see.
2. Have the SQL Administrator run the query:

   ```sql
   Update OdysseyReceived
   Set Status='Received'
   Where Status='Unmatched'
   go
   ```

3. Next, you will want to open up the ILLiad Client and follow the documentation on [Manually Clearing the Electronic Delivery Processing Form](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/When_processing_Odyssey_Electronic_Delivery_I...).

After this, ILLiad will no longer try to match documents that do not exist. You should be able to process requests without issue.

**Page ID**

13813