I am getting an error message when I click on an item in the NO ILL Number Match field and I need to fix it

Last updated: Tue, 31 Mar 2020 17:44:45 GMT

Symptom

- When you click on the No ILL Number Match field, you are getting an error message pop-up that asks you to save feedback

Applies to

- ILLiad

Resolution

Here are a couple of steps you can take to fix the issue:

1. You need to clear the Electronic Delivery Form following the directions in the [Manually Clearing the Electronic Delivery Processing Form](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/I_am_getting_an_error_message_when_I_click_on...) documentation.

2. Try to process the request again. If you get the same error message, then you will need to contact your SQL Server Administrator if you are self-hosted or [OCLC Support](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/I_am_getting_an_error_message_when_I_click_on...) if OCLC hosts you and give the number you see in ILLiad, for example, O3465 (that is the letter "O" and not a zero "0").

3. If OCLC hosts you, we will update the OdysseyReceived table so that O3465 does not show up.

4. If you are self-hosted, here is the list of command the SQL Administrator will need to use to update the OdysseyReceived table:

   ```sql
   Update OdysseyReceived
   Set status='Received'
   Where ID='3465'
   go
   ```

5. 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/I_am_getting_an_error_message_when_I_click_on...).

You will need to open the Electronic Processing window again, and the O3465 entry will no longer be there and you will not get an error message processing Electronic Delivery.