Why am I seeing an error message when I attempt to delete a custom holdings group?

Symptom

• When trying to delete a custom Holdings Group, you get the error message: "We apologize, there seems to be a problem with the module you are accessing. Please come back later or try a different module"

Applies to

• Tipasa
• ILLiad
• WorldShare ILL

Resolution

You may receive an error message when attempting to delete a custom holdings group if it is currently being used in a custom holdings path or an automation. To resolve this, follow these steps:

1. Sign in to OCLC Service Configuration.
2. Navigate to WorldShare ILL > Custom Holdings Paths.
3. Check your existing custom holdings paths to see if the group you would like to delete is listed. Remove it from the custom holdings paths.
4. Switch to the Automated Request Manager tab.
5. Check to see if any of the Automation processes use the group you would like to delete and remove it if found.
7. Select the group that you would like to delete from the drop-down.
8. Click Delete Custom Holdings Record.
9. Click Save.

Additional information

For more information, see Custom Holdings Groups and Custom Holdings Paths.