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

Last updated: Fri, 11 Jun 2021 20:11:07 GMT

Symptom

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

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:

   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.

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