I have requests sitting in Awaiting Odyssey Processing in ILLiad and they are not moving out of that queue

Last updated: Fri, 17 Apr 2020 17:49:29 GMT

Symptom

- Odyssey is set to Always and should be delivering automatically, but requests that keep on sitting in the TransactionStatus of Awaiting Odyssey Processing.

Applies to

- ILLiad

Resolution

Here are steps to resolve this issue.

1. Make sure the ILLiad Odyssey Manager service is running on the Web Server. A restart of Odyssey Manager may be necessary.
2. Go to the Borrowing Ribbon on top and click on it.
3. Then click on Electronic Delivery.
4. Click on the Process files on the top left.
5. The requests should show up either in the Review box or the Print Box.
6. To print the requests that in the print box, highlight them and Print them.
7. To deliver the items, move them over to the Review box and then deliver them. If the items were supposed to be delivered automatically, then look at the patron for these requests and make sure the patron record is set up for electronic delivery.
8. Another possibility is that this is the first time a Lender is lending to your site, so it is necessary to process the request this time. The next time, it should be delivered automatically.