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

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Symptom

- You have Odyssey Always being delivered automatically, but you have requests that keep on sitting in the TransactionStatus of Awaiting Odyssey Processing. You are expecting them to move, but they are not.

Applies to

- ILLiad

Resolution

Here are steps to resolve this issue.

1. Make sure your ILLiad Odyssey Manager service is running on the Web Server. You might need to have the service Restarted.
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. You should see the requests show up either in the Review box or the Print Box.
6. If you want to print the requests and they are in the print box, you can highlight them and Print them.
7. If you want to deliver the items, you can move them over to the Review box and then deliver them. If the items were supposed to be delivered automatically, then you need to 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 you, so you need to process the request this time. The next time, it should be delivered automatically.