Why am I getting this error message when checking in an ILL request "Temporary item record failed to create (exception) unrecognized user"?

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**Applies to**

- Tipasa

**Answer**

This error message can happen when the patron barcode is not entered in the Patron ID field of the request form. In order for Tipasa to sync with WMS Circulation the patron barcode must be used in this field.

**Additional information**

Exception Processing

**Page ID**

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