I am getting an error message when I click on an item in the NO ILL Number Match field and I need to fix it

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Symptom

• When you click on the No ILL Number Match field, you are getting an error message pop-up that asks you to save feedback

Applies to

• ILLiad

Resolution

Here are a couple of steps you can take to fix the issue:

1. You need to clear the Electronic Delivery Form following the directions in the [Manually Clearing the Electronic Delivery Processing Form](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/I_am_getting_an_error_message_when_I_click_on_an_item_in_the_NO_ILL_Number_Match_field_and_I_need_to_fix_it) documentation.

2. Try to process the request again. If you get the same error message, then you will need to contact your SQL Server Administrator if you are self-hosted or [OCLC Support](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/I_am_getting_an_error_message_when_I_click_on_an_item_in_the_NO_ILL_Number_Match_field_and_I_need_to_fix_it) if OCLC hosts you and give the number you see in ILLiad, for example, O3465 (that is the letter "O" and not a zero "0").

3. If OCLC hosts you, we will update the OdysseyReceived table so that O3465 does not show up.

4. If you are self-hosted, here is the list of command the SQL Administrator will need to use to update the OdysseyReceived table:

   ```sql
   Update OdysseyReceived
   Set status='Received'
   Where ID='3465'
   go
   ``

5. Next, you will want to open up the ILLiad Client and follow the documentation on [Manually Clearing the Electronic Delivery Processing Form](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/I_am_getting_an_error_message_when_I_click_on_an_item_in_the_NO_ILL_Number_Match_field_and_I_need_to_fix_it).

You will need to open the Electronic Processing window again, and the O3465 entry will no longer be there and you will not get an error message processing Electronic Delivery.