How do I fix it when I am receiving a request in ILLiad and then it is showing a message about Undo Shipped

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Symptom

- You are getting a request that is showing as supplied, but the Tracking shows it is also getting an Undo Shipped message

Applies to

- ILLiad

Resolution

The problem is that ILLiad has some Lender String entries as lowercase when they need to be all uppercase. This will be fixed in future versions, but up to 9.0.3.0, you will need to do the following:

1. If you are self-hosted and a single server, you will run the following SQL command to update all the Lender Addresses to uppercase characters:

   ```sql
   UPDATE LenderAddresses SET Lenderstring = UPPER(Lenderstring)
   ```

2. If you are self-hosted and a shared server, you will run the following SQL command to update all the Lender Addresses to uppercase characters:

   ```sql
   UPDATE LenderAddressesALL SET Lenderstring = UPPER(Lenderstring)
   ```

3. If you are hosted by OCLC, please contact OCLC Support.

Page ID

24718