Why am I getting the error message "The Constant Data Record Name can only contain letters and numbers" when I try to update Borrower Data for WorldShare ILL?


Symptom

• Error message "The Constant Data Record Name can only contain letters and numbers" appears when trying to update Constant Data Record Name in Service Configuration > WorldShare ILL > Borrower Data

Applies to

• WorldShare Interlibrary Loan

Resolution

1. Remove any non-alphabetic or non-numeric characters from the record name.
2. Do not include spaces if the record name contains more than one word.

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