Why did I get the error message "Direct request processing failed"?

Applies to

- Tipasa

Answer

The "direct request processing failed" error message can occur when automated requests are not resubmitted properly; for instance changed to document delivery, then changed back to ILL request to run it through direct request again.

If you need to resubmit a request you should either use the resubmit button or create a new request.

Additional information

Create and edit requests