I cannot see the Transaction Number when I click on a queue, how do I find it?

Symptom

• I cannot see the Transaction Number when I click on a queue, how do I find it?

Applies to

• ILLiad

Resolution

Here are the steps for how to find the requests in a queue if they do not show up when you open the queue and you cannot see the requests:

1. Right-click on the queue
2. Select View Request

Additional information

An example would be if you try to open up the “Awaiting Lending Scanning” queue.