

Failed to ship digitally to RapidILL - MissingParameters Error

- **Product:** RapidILL/Alma
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Problem

You use RapidILL integrated with Alma resource sharing. You received a digital lending request via RapidILL, and when you ship the file you see the following error in the request history:

Failed to send Shipped message to RapidILL, Reason is: ERROR: MissingParameters - ArticleExchangeAddress or ArticleExchangePassword are missing

Explanation and Solution

This happens when lenders fill requests via the External File URL option. Per the [Alma documentation on RapidILL integration](#), the External File URL option is not supported for RapidILL-Alma integration. All files filling RapidILL requests must be uploaded to Alma.

To resolve this request, it must be updated from within the RapidILL website:

1. Login to the Rapid website with your institutional credentials: <https://rapid.exlibrisgroup.com/Public/Login>
2. Navigate to Tools>Status Check.
3. Search for the Rapid ID of the request. This is the External ID in Alma.
4. If the request has moved on to a different lender, no further action is needed.
5. If the request is still pending at your institution, you may:
 1. Fill the request via the Rapid website.
 2. Unfill the request.
6. Whichever action you choose in RapidILL, it will not update the request in Alma. If your request needs further update in Alma you will need to do that manually.

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