

Voy/Primo: Requests timeout on large number of items

- **Product:** Voyager
 - **Product Version:** 7.2.3
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Symptoms

- If a large number of items attached to a title (i.e., a journal title with several dozen items), request times out when logged in and click on Request tab.
- May receive "We're sorry, problem was detected trying to call the ILS system. Try again later."

Defect Status

VYG-2008 is resolved for Voyager 9.0.0 and higher.

Replication steps

1. Log into Primo.
2. Find Voyager record in Primo that has 30+ items attached.
3. Click Request.
4. Primo spends 20+ seconds retrieving requestable items and eventually times out.

Workaround

Increase timeout in Primo.

- **Article last edited:** 24-Mar-2014