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## Send Requests to the British Library (ill-75) produces no printouts

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
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### Problem Symptoms:

- \* for service Send Requests to the British Library (ill-75) no printouts are appearing in Task Manager
- \* the process runs successfully, see below

Job ID: 185652

Job name: Send Requests to the British Library (ill-75)

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Status: Success

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Printouts: No Printouts

- \* as no printouts are produced, the request cannot be sent to the British Library
- \* logfile has an entry which says 'No records were found. Exiting':

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b\_ill\_75\_a debug mode is off

No records were found. Exiting

Wrote Z100 record with rec-key: 000185652

..

end

### Cause:

The supplier requests didn't have status NEB (Ready for BL).

### Resolution:

- \* The service p-ill-75 only picks up supplier requests with status NEB (Ready for BL).
- \* In order to send a request to the BL via p-ill-75, ILL staff must click on button "Send", after creating the supplier request.
- \* This will change the supplier request status from NEW to NEB.
- \* Make sure that xxx40/tab/tab46.lng has col. 2 (Active/non active log) set to Y for entry 01 (Supplier Request Status Changed). This information is very useful when checking problems with Send Requests to the British Library (ill-75).

**Category:** GUI ILL (500)

**Subject:** Services

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