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## New functionality "Hold Request Refusal" not working

- **Article Type:** Q&A
  - **Product:** Aleph
  - **Product Version:** 22
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### Question

The new functionality "Hold Request Refusal" is not working, the "Refusal" button is not displayed. Why? Is there anything missing in the setup?

### Answer

The page where the "Refusal" button is available is only appearing when there is more than 1 request for a record. Please see attached file for an example.

### Additional Information

Required configuration for this functionality can be found in "Aleph 22 Syslib Guide - Circulation", chapter 11.17. Requests Refusal

### Attachment

[Attached file](#)

**Category:** Circulation/ALEPH

**Subject:** ALEPH - 500

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- **Article last edited:** 6/26/2014