

CS:'Request not processed due to Circulation processing error' if hold

- **Product:** Voyager
 - **Product Version:** 5
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Symptoms

When item has hold and operator attempt to process same item in Call Slip, receive message: 'Request not processed due to Circulation processing error' and operator not able to process Call Slip request.

Defect Status

Issue 16384-12801 resolved in Voyager 8.1.0 and higher.

Replication Steps

1. As patron A, place a hold on item 1 (can be through Circ or WebVoyage).
2. As patron B, place a call slip on item 1 (can be through Circ or WebVoyage).
3. Log into Call Slip client.
4. Find patron B's call slip request for item 1.
5. Highlight request and click Process. Message: 'Request not processed due to Circulation processing error' and request not processed.

Workaround

Cancel the hold or Not Fill the call slip and process whichever you didn't get rid of.

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