
Cannot discharge item, valid calendar not found

- **Product:** Voyager
 - **Relevant for Installation Type:** Total Care; Dedicated-Direct; Direct; Local
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Problem Symptoms

- Attempting to discharge item results in one of the following errors:

"An error occurred while attempting to process discharge request."

"Valid circulation calendar not found. Please consult the System Administrator."

- Operator manually changed item's due date

Cause

Item has hold request & hold shelf expiration falls outside policy's selected calendars.

Resolution

1. System Administration > Circulation > Policy Definitions, open policy and note selected calendars and start/end dates.
2. System Administration > Circulation > Calendars, add or update calendars to cover date gap that hold shelf expiration falls into.
3. If new calendar created, add to Selected in System Administration > Circulation > Policy Definitions.

Additional Information

See Also: [Back Date the Start Date of a Voyager Circulation Calendar](#)

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