
CS: Relink Failure when process request after linking new item

- **Article Type:** Known Issue
 - **Product:** Voyager
 - **Product Version:** 8
 - **Relevant for Installation Type:** Total Care; Dedicated-Direct; Direct; Local
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Symptoms

- * Call Slip gives "Relink Only Failure" when try to process relinked item and does not process Call Slip.
 - * If click Process again, request is processed.
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Defect Status

Issue 16384-21409 / VYG-1947 is resolved for Voyager 8.2.2 and higher.

Replication Steps

1. Call Slip > File > Preferences > check box for "Force Item Search on Process"
 2. In WebVoyage or Circulation, submit Call Slip for item that belongs to bib with multiple holdings & items.
 3. In Call Slip client, find request in queue.
 4. Highlight request.
 5. Right-click on request
 6. Choose "Select another item from this bib"
 7. Highlight another item from the "Link Item" box.
 8. Click Link Item
 9. Note call number & barcode on request are now for new item.
 10. Highlight request.
 11. Click "Process"
 12. Receive "ReLink Only Request Failed".
 13. Click Process again.
 14. Request is processed.
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Workaround

- * At step 7 above, click "Link Item and Process Request" instead; or
- * Uncheck "Force Item Search on Process" in File > Preferences; or
- * Continue as in replication steps, and click Process a second time to process the request.

Category: Call Slip

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