

Receive "Cannot Accept Item" error in Relais

- **Article Type:** General
 - **Product:** Voyager
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local
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Problem Symptoms:

- * Attempting to process request in Relais results in error message:
"ERROR from NCIP server: AcceptItem - Cannot Accept Item"
- * Item is created in Voyager
- * Hold is not placed on item when request is processed via Relais

Cause:

Holds not enabled in patron group / item type combination in policy matrix

Resolution:

1. Go to SysAdmin > Circulation > Policy Definitions > [policy definition] > Matrix
2. Choose relevant patron group / item type combination entry
3. Click Modify
4. In Circulation Policy Matrix Record Settings window, on Settings tab, ensure Hold checkbox is checked
5. Save change to matrix; save change to policy definition

Category: Voyager InterCirc-U

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