
OvP: cancelling hold produces "An unexpected error has occurred."

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 8.2.0
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Problem Symptoms:

* Cancel hold in Primo MyAccount results in "An unexpected error has occurred"

Cause:

vxws.properties is missing configuration for hold cancellation messages.

Resolution:

1. Connect to Voyager server.
2. `cd /m1/voyager/xxxdb/tomcat/vxws/context/vxws/ui/`
3. Compare `eng/vxws.properties` to `exl_default/vxws.properties`.
4. Reconcile `eng/vxws.properties`.
5. Be sure that request cancellation response messages are in `eng/vxws.properties`
`page.myAccount.reqPending.cancel.failure=Failed to cancel request.`
`page.myAccount.reqPending.cancel.success=Request cancelled.`
6. Save changes.

Additional Information

`eng/vxws.properties` messages can be customized. For that reason, at upgrade, this file is not overwritten, but must be updated from `exl_default/vxws.properties` (similar to the way Tomcat WebVoyage skins must be updated at upgrade).

See also Article #5365, "Upgrading Voyager and also have Primo?"

Category: Interoperability (Voy) - Voyager

Subject: Primo (Voy) - Voyager

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