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## BLDSS - error "Failed to send Send Request message"

- **Product:** Alma
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### Description

We submit a request to British Library in the BLDSS API format. An error "Failed to send Send Request message" is returned. But nonetheless the request appears to be sent correctly because the requested item is delivered by BL.

### Resolution

The BLDSS must return a response before the timeout, otherwise it will be considered failed.

Please ask Ex Libris Support to increase your `bldsc_call_timeout`.

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