

Error Message "CreatelLLMessageHeader failed to create a component of the header"

History

Borrower (Requester)	Action	Status	Date Changed
Reginald-J.-P.-Dawson Library	Answer Nonsupply - in process	In Process	07 Jul 2011 16:26:01
Reginald-J.-P.-Dawson Library	REQUEST-Indication	In Process	06 Jul 2011 14:09:13

Log Messages

Date	Description	Message
07 Jul 2011 16:26	General Error	CreatelLLMessageHeader: failed to create a component of the header, ill number [6710765]

This error message (visible in the Log Messages section) occurs when a location that is set up for ISO requesting in RACER, uses a Generic Script (GS) method to request - either via Amicus or the RACER online request form. There is no way to fix a request with this error, nor is there a way to action the request such that the borrowing library will see a message. You will not be able to indicate Shipped, Received, Message, Conditional, etc., instead the request stays at In Process / Check Error.

The two options for this type of "Check Error" request are:

1. Contact the requesting library by phone or email and ask them to resubmit the request using their ILL system.

or

2. Track the progress of the request outside of RACER using email to communicate with the requesting library as needed.