

This KM explains why you might receive an error on the scan guy saying "Retrieval strategy not configured".

End User Solution

This error means a task was found in the Task List that was not possible. You must cancel the task.

Examples:

- You delete a location where there is a task still associated and then try to complete the task. You will have to recreate the location and complete the task.
- You create a Move Request from a location that is not configured as part of the task strategy. In this instance, contact the Interagency Helpdesk at 866.224.7677 for further assistance.

Helpdesk Solution

When a user calls in reporting this error caused by the second example above, escalate the ticket to the ICBS SME to configure the location in questions to see if it is part of the task strategy.

Reviewed 1/14/2014 jbilliard