Why can a patron not renew checkouts or place holds in Capira?

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Symptom

- Patron is unable to renew checked out items or place holds

Applies to

- CapiraMobile
- CapiraReady

Resolution

Please contact OCLC Support with the following information:

- Patron's barcode and password
- Patron's device information (Apple or Android, model, OS version)
- Title and material type of items failing to renew or place hold on
- Any specific errors received in the app

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