We have not received any new lending requests in ILLiad today

Symptom

- Site is not getting new ILLiad Requests coming in.

Applies to

- ILLiad

Resolution

For a self-hosted site:

Because you are self-hosted, you should have your Web Server Administrator restart the ILLiad Connection Manager service and make sure it is still running after fifteen seconds. If it is not, they need to look at the Event Viewer to find out what the issue is. If this is the case, it is most likely they have a version mismatch. The Version of the ConnectionManager.exe needs to be the same as what is in the Customization Manager for the VersionConnectionManager key. Make sure they match what you have on the Web Server, and you have the latest version of the Connection Manager on the Web Server in the c:\illiad\Connection Manager folder.

Also, you should check the ILLiad Connection Manager Properties and look at the Recovery. That you should have First Failure, Second Failure, and Subsequent failures set for "Restart the Service." Also, the "Restart service after" should have 1 minute as a sufficient amount of time.

For a hosted site:

We would restart the ILLiad Connection Manager service and troubleshoot as needed. Please either email OCLC Support or call us at 800-848-5800.

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