In ILLiad, no requests are coming in for lending can you fix it?

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Symptom

• The site is not getting ILLiad Lending Requests coming in and when they check the System, Search/Review Statuses, they see many Pending requests showing up.

Applies to

• ILLIad.

Resolution

If you are self-hosted, you will need to contact your Web Server Administrator. If OCLC Hosts you, then contact us via email or call us at 800-848-5800 to restart the ILLiad Connection Manager service.

Additional information

You can verify the Connection Manager is running as it should by looking at the Connection manager Alert and on the top left there is a field for Next Run. If it is more than ten minutes past, there is an issue with the Connection manager and it needs to be restarted.