I am getting a Data Transport Connection error message in ILLiad when trying to deliver through Odyssey, what does this mean and how do we fix it?

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Symptom

- You are trying to deliver Electronic Articles through Odyssey and you are unable to deliver. When you look at the Logs, you are seeing a Data Transport Connection error.

Applies to

- ILLiad

Resolution

It sounds like you have blocked port 7968. Data Transport connection errors mean you are unable to get to the server or the service is down. You can see if there is an issue by trying to telnet to the Web Server on port 7968 from the computer in question. Here are some steps:

1. You should restart your ILLiad Odyssey Manager service. If you are self-hosted, you will need to contact your Web Server Administrator. If you are hosted by OCLC, you can contact OCLC Support. After it is restarted, you should try again.

2. If it is not working still, then you will need to turn on Telnet by going to the Programs and features.

3. Then select the Turn Windows Features on or off.

4. You will see an alphabetic listing of the Windows Features. Make sure Telnet Client is selected. Choose OK.

5. After the Telnet Client is installed, you will need to go to a command prompt and type in:

6. `telnet (server IP address) 7968`

For example:

telnet 132.174.1.1 7968

7. If you have connected, you will see a blank screen with a blinking cursor. Try connecting again and see if it works.
you still have issues, contact OCLC Support.

8. If you get a connection failed message, then you are being blocked on your site and need to make sure port 7968 is open on your Firewall or Network.