What to do when you notice your services are not running correctly on your hosted ILLiad server


Symptom

- Lending requests are not being downloaded into ILLiad.

Applies to

- Any hosted ILLiad server that has lending turned on for WorldShare ILL.

Resolution

Short introduction or instructions to follow these steps:

1. Contact OCLC Support and have them restart your ILLiad Connection manager service on the server. This should immediately start the request downloading process.

2. If you are self-hosted, contact your Web Server Administrator to restart your ILLiad Connection Manager service.

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