How do we temporarily disable Overdue Notices?

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Symptom

• You want to stop sending overdue notices and then, later on, turn them back on

Applies to

• ILLiad

Resolution

Overdue notices are turned on and off in the Customization Manager. Here are the steps you need to take:

1. In the Customization Manager, to turn off the Lending Overdue notices, update the LendingOverdueNoticesActive to No.
2. To turn off the Borrowing Overdue notices, update the BorrowingOverdueNoticesActive to No.
3. If your institution is hosted by OCLC, contact OCLC Support and ask support to restart the ILLiad System Manager service.
4. If your institution is self-hosted, contact your Web Server Administrator and have the ILLiad System Manager service restarted.
5. When the services need to be turned back on, update the LendingOverdueNoticesActive to Yes, or update the BorrowingOverdueNoticesActive to Yes.
6. Then contact OCLC Support and ask support to restart the ILLiad System Manager Service if your institution is hosted by OCLC.
7. Or contact your Web Server Administrator to restart the ILLiad System Manager service restarted if you are self-hosted.

Page ID

23105