ILLiad not getting any lending requests lately, is ILLiad working correctly

Last updated: Fri, 28 Dec 2018 16:26:10 GMT

Symptom

• User is not seeing any new requests coming in.

Applies to

• ILLiad

Resolution

It can be the time of year that causes fewer requests coming in. Here is what you should check:

1. It is just the time of year, and you may not be getting any requests at the end of December or the beginning of January. You can check it by going to the Alerts and look at the Connection Manager. Is it up to date? If it is not, you need to restart the ILLiad Connection Manager.

2. Also, You can go to System, Search/Review Statuses. You should look at the Pending queue. If there is a zero there, then that means you have received all the requests you should be getting.