I have a failed outgoing notification that cannot be deleted.

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Symptom
Unable to delete outgoing notification.

Applies to
• ILLiad

Resolution
On a Self-Hosted site, do the following:

1. Open the Transaction
2. Click the History Tab to display the Email History
3. Locate the ID of the Email that is highlighted in Red
4. Provide that to your SQL Administrator, who will be able to remove the Notification

If the ID is 12, the SQL Administrator should run the following query:

Use ILLData

go
Delete From EmailCopies
Where ID =’12’
go

If you are hosted, contact OCLC Support with the ID.

Additional information
This is usually because a record did not have an email address in it or there was an invalid email address. ILLiad is unable to send the request.