We need to restart our server because we haven’t received new requests in a few hours and there are many new ones in Worldcat Resource Sharing that haven’t pulled in

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Symptom
New requests are not coming into ILLiad Lending and you can see pending requests in WorldCat Resource Sharing.

Applies to

- ILLiad

Resolution
If you are self-hosted, you do not have to restart the server. You need to restart the ILLiad Connection Manager Service on your ILLiad Web Server. Then your Web Server Administrator needs to let you know the service has been reset and check to see if requests are coming in over the next ten minutes. If OCLC hosts you, then you would contact OCLC Support and ask for the ILLiad Connection Manager Service be restarted on your ILLiad Web Server.