We cannot send or receive ILLiad Odyssey documents

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Symptom

- Site gets error messages trying to send or receive Odyssey documents.

Applies to

- ILLiad.

Resolution

For self-hosted sites, please check:

1. See if the Odyssey Manager is running or not. If it is not running, start the service and wait ten seconds and refresh the services. The ILLiad Odyssey Manager service should still be running. If it is not, then the Web Server Administrator needs to troubleshoot that issue.

2. The other issue is the Firewall. Make sure that port 7968 is open incoming and outgoing.

3. Also test the Odyssey Setup by going to the Testing Your Odyssey Setup site.

Hosted ILLiad sites need to contact OCLC Support.

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