We cannot send or receive ILLiad Odyssey documents

Symptom

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

Applies to

- ILLiad.

Resolution

If you are self-hosted, here are some things to 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. You need to make sure that port 7968 is open incoming and outgoing.

3. You can also test your Odyssey Setup by going to the Testing Your Odyssey Setup site.

If you are hosted by OCLC, you need to contact OCLC Support.