Requests submitted and not importing into ILLiad while the ILLiad server was down running Windows patches

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Symptom

• Lending requests are still showing in Pending from the other day when the server was being updated.

Applies to

• ILLiad

Resolution

1. You should see if the Connection Manager is able to import the requests again by restarting the ILLiad Connection Manager service.

2. Search for the ILL number in ILLiad and see if you can get a result.

3. Search for the Title in ILLiad and see if you can get a result.

4. If it appears the request will not come in, you will want to delete them so they go on to the next lender.
   A. You do this by going to System, Search/Review statuses.
   B. Then click on the pending queue.
   C. Open up each request and delete each one until they are all removed from the Pending queue.

Additional information

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