I am getting an IFM token error

Symptom

- You submit a request with CCC Get-It-Now and get an error message with the IFM Token.

Applies to

- ILLiad

Resolution

Here are steps you can do to fix the issue:

1. You can go to your WebplatformConfig key in the Customization Manager and open up your entry.

2. Click on the API key and to the right there are three dots. That will bring in a new API key.

3. After that you will need to restart your IIS. If you are hosted by OCLC, Contact OCLC Support by either calling us at 800-848-5800 or email support.

4. We will restart IIS.

If you are self-hosted, you will want to contact your Web Server Administrator to restart IIS.

If you continue to have issues, we will want your ILLiad client log and your ILLiadWebPlatform Log if you are self-hosted. If you are hosted by us, we will want your ILLiad client log.

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