My Rapid Manager service is not sending or receiving

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Symptom

• You are unable to receive or send any Rapid Manager requests.

Applies to

• ILLiad.

Resolution

Here are some solutions that will help resolve this issue:

1. Restart your ILLiad Rapid Manager service if you are self-hosted. If you are hosted by OCLC, contact us by contact OCLC Support and ask us to restart the ILLiad Rapid Manager service.

2. If you are on a Shared Server, you need to follow the instructions on Initial Configuration: Enabling the Rapid Manager and go to the section on Shared Servers.

Additional Information

Here is the list of other services and what needs to be restarted:

1. ILLiad Odyssey Manager - Anything working with the sending and receiving of electronic articles.

2. Connection Manager - Anything that works with the Updating OCLC or downloading requests.

3. ILLiad System Manager - Anything dealing with email sending or receiving. Also, if you made a change to a Server Addon.

4. ISO ILL - If you are using ISO ILL and requests are not sending or receiving.

5. IIS - If you are updating your Web page interface settings, then you need to restart IIS. If you are updating Web pages, you do not need this restarted.