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

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.

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.

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