There are items stuck in Awaiting Direct Request Sending

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Symptom

- You have ILLiad Direct Request set up and you have requests in the "Awaiting Direct Request Sending" Transaction Status for over twenty minutes.

Applies to

- ILLiad

Resolution

The problem is that the Connection Manager is not running correctly. Here are you solutions depending if you are self-hosted or hosted.

1. If you are self-hosted, you need to contact your Web Server Administrator and request the ILLiad Connection Manager service be restarted.

2. If you are hosted by OCLC, you need to call us at 800-848-5800 or email support and ask that we restart the ILLiad Connection Manager service.