There are items stuck in Awaiting Direct Request Sending

Last updated: Fri, 20 May 2022 14:48:52 GMT

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 the solutions depending on if you are self-hosted or hosted:

• If you are self-hosted, contact your Web Server Administrator and request the ILLiad Connection Manager service be restarted
• If you are hosted by OCLC, contact OCLC Support and ask for the ILLiad Connection Manager service to be restarted

Page ID

14676