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 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

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