Symptom

• You have requests sitting in the Transaction Status of "Awaiting Direct Request Sending" and they have been sitting there for more than ten minutes

Applies to

• ILLiad

Resolution

If the requests are sitting at that same status more than ten minutes, the Connection Manager needs to be restarted. If you are hosted by OCLC, you can contact OCLC Support and ask us to restart the ILLiad Connection Manager service. If you are self-hosted, you need to contact your Web Server Administrator and have the ILLiad Connection Manager service restarted.