In ILLiad I am seeing my emails sitting in pending and they are not going out, how do I fix this?

Last updated: Mon, 22 Jul 2019 21:26:32 GMT

Symptom

• You are not seeing your emails go out. When you check your Outgoing Notifications, they are all sending in Pending.

Applies to

• ILLiad

Resolution

Most probably the ILLiad System Manager service is not running. Here is what you should do:

1. If you are self-hosted, you need to contact your Web Server Administrator and make sure the ILLiad System Manager service is running. It is either stuck or not running. The Web Server Administrator will need to restart the ILLiad System Manager service.
2. If you are hosted by OCLC, contact OCLC Support. We will restart the service.