What to do when you notice your services are not running correctly on your hosted ILLiad server

Symptom

• Lending requests are not being downloaded into ILLiad.

Applies to

• Any hosted ILLiad server that has lending turned on for WorldShare ILL.

Resolution

Short introduction or instructions to follow these steps:

1. Contact OCLC Support and have them restart your ILLiad Connection manager service on the server. This should immediately start the request downloading process.
2. If you are self-hosted, contact your Web Server Administrator to restart your ILLiad Connection Manager service.