How do we remove ILLiad outgoing Notifications that failed and there is no from address because we cannot delete them

Last updated: Mon, 22 Jul 2019 18:54:07 GMT

Symptom

• You have in your Outgoing Notifications Alert in ILLiad some emails that you cannot delete. You see there is no From address in the fields.

Applies to

• ILLiad

Resolution

If you are hosted by OCLC, contact OCLC Support. If you are self-hosted, you will need to follow these steps.

1. In ILLiad, go to the Outgoing Notifications and copy down the Transaction Numbers of the emails you cannot remove.
2. Search from the Main ILLiad for the Transaction Number of one of the entries.
3. Once the Transaction opens up, go to the History tab.
4. In the Email History section on the right side, if you have one entry, then you will need the number from the ID field.
5. If there are two or more entries, you are looking for the entry that has a red background. If you have two entries and you do not see the red background, click the second entry. The first entry will show a red background. That is the one you want to get the number under the ID header.
6. You will need to send all the ID numbers to your SQL Server Administrator.
7. The SQL Administrator will run the Query:

```
Delete from EmailCopies
Where ID in ('1st ID','2ndID')
go
```

So if the ID numbers are 101 and 110, then the Query would look like:

```
Delete from EmailCopies
Where ID in ('100','110')
go
```