When I am in Awaiting Rapid Request Processing, and I click on the "Mark Found Scan Now" button and then Import document, ILLiad Freezes periodically

Last updated: Wed, 14 Aug 2019 15:56:01 GMT

Symptom

• You are in the Transaction Queue for Awaiting Rapid Request Processing. When you choose Mark Found and then select the Import Document, the ILLiad Client Freezes.

Applies to

• ILLiad

Resolution

If your ILLiad Client is freezing, you should look at the logs. It might say that Odyssey cannot be used because there are no pages to send. To fix this issue, you should do the following:

1. Make sure you are on the latest version of ILLiad. If you are not, please upgrade to the latest version as soon as possible.
2. There may be a problem with the Odyssey IP address in your Lender Addresses table. Make sure there are no extra spaces before or after the entry you have in the OdysseyIP address. You can do the following queries to find the ones you need to fix if there are any.

Select * from LenderAddresses
Where OdysseyIP like ' %' (A space, then anything after that in the field)

or

Select * from LenderAddresses
Where OdysseyIP like '% ' (Anything, and then a space after the field)

If you are on a shared server, you change LenderAddresses to LenderAddressesALL in your queries.

3. If you are on a shared server and you see this issue, you should check the other sites to make sure they have an Odyssey Address for the same symbols. If you have a site like ABC that has an IP address on one of the shared sites, but the Odyssey IP address is not there on another site, you might have this issue.