How do we temporarily disable Overdue Notices?

Symptom

• You want to stop sending overdue notices and then, later on, turn them back on

Applies to

• ILLiad

Resolution

Overdue notices are turned on and off in the Customization Manager. Here are the steps you need to take:

1. In the Customization Manager, if you want to turn off the Lending Overdue notices, you update the LendingOverdueNoticesActive to No.
2. If you want to turn off the Borrowing Overdue notices, you update the BorrowingOverdueNoticesActive to No.
3. If you are hosted by OCLC, contact OCLC Support and ask support to restart the ILLiad System Manager service.
4. If you are self-hosted, contact your Web Server Administrator and have the ILLiad System Manager service restarted.
5. When you want to turn the services back on, you update the LendingOverdueNoticesActive to Yes, or update the BorrowingOverdueNoticesActive to Yes.
6. Then contact OCLC Support and ask support to restart the ILLiad System Manager Service if you are hosted by OCLC.
7. Or contact your Web Server Administrator to restart the ILLiad System Manager service restarted if you are self-hosted.

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