Symptom

• You are sending out emails and you are seeing them fail with the message, "Security Certificate failed"

Applies to

• ILLiad

Resolution

In the ILLiad Customization Manager, there is a key called EmailSecure. Make sure it is set to "No" and then you will need to have the ILLiad System Manager service restarted.

1. If you are hosted, contact OCLC Support.
2. If you are self-hosted, you need to contact your Web Server Administrator to restart the ILLiad System Manager service.

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