What to do if you are seeing 401 Unauthorized error in the ILLiad Client?

Symptom

• Pending request are not downloading and you cannot search OCLC

Applies to

• All version of the ILLiad Client

Resolution

Short introduction or instructions to follow these steps:

1. Problem is being caused by the OCLC ILL Authorization being used in the Customization Manager.
2. Contact OCLC customer support and get a valid ILL Authorization.
3. They will then restart all your services and everything should start working again.

Additional information

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