I am working remotely with ILLiad and I am able to connect, but I am getting a slow response time

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Symptom

• You are able to connect remotely with ILLiad, but you are getting a slow response time.

Applies to

• ILLiad

Resolution

Here are some troubleshooting tips you should use to resolve the issue:

1. Please contact your Internet Service Provider (ISP) to make sure they are not having issues there.
2. Then check with your Network and make sure they do not have any Bandwidth restrictions on your connection to your SQL Server on port 1433 or 1344.
3. If you are hosed by OCLC, and your network people say they are having no issues, please contact OCLC Support to see if we are having issues.