Why am I receiving "Vendor Authentication Took Longer than Expected" when testing our credentials?

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Applies to

- WorldShare License Manager

Answer

The "Vendor Authentication Took Longer than Expected" message occurs when the vendor takes longer than expected to return a response when testing SUSHI credentials.

You can test the vendor manually via a one-time or recurring harvest to ensure the credentials are valid and the connection is working as intended. A successful SUSHI harvest will return available data from the vendor.

Additional information

Setup one-time and recurring harvests

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