The import folder shows an error when trying to SFTP for a Patron Load

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Symptom

- A hosted ILLiad site that can connect to the server using SFTP, but the import patron load data folder throws an error in Filezilla

Applies to

- ILLiad

Resolution

In winter 2021, the import folder for hosted sites had a change of Credentials. The normal SFTP credentials may not work for this folder. If this is the case, contact OCLC Support. OCLC support will verify the main ILLiad contacts for your site and send you the credentials in a secure link.