After upgrading to ILLiad 9.1.4 and above, our library cannot connect to Copyright Clearance Center

Symptom

- After upgrading to ILLiad 9.1.4, our library cannot connect to Copyright Clearance Center

Applies to

- ILLiad

Resolution

Here are a set of options to solve the issue with 9.1.4.0:

1. Check the ILLiad Customization Manager entries for CCCUsername and CCCPassword. Make sure there are no extraneous spaces.
2. Log into the CCC webpages at https://marketplace.copyright.com with those credentials to make sure they work.
3. Once logged into the CCC webpages, click to view the address. If this is a corporate account you should see two sections, one for user information and one for billing information. If you only see one section, then this is not a corporate account and you will need to either have the CCC help you change it to a corporate account, or create a new corporate account here: https://marketplace.copyright.com/rs-ui-web/mp/registration
4. In the ILLiad Customization Manager, open the LocalInfo table. For your NVTGC, check that the following fields match exactly what is in the Billing address fields of the CCC webpages:
   - General Country
   - BillingAddress1
   - BillingCity
   - BillingState
   - BillingZip
5. Once all the above is done, you should be able to successfully search the CCC from ILLiad. If not, we need to turn on debug logging and see what the error is in a debug log.
6. The last piece is submitting copyright. If all the above is done and you still get an error when submitting copyright, then the CCC needs to edit your account on the backend to set it to be invoiced instead of using a credit card. This cannot be done from the User's interface, it has to be done by CCC staff. In theory, all old CCC accounts were already
switched to invoice, but any newly created accounts will need to be edited by the CCC to change from the default of Credit Card to Invoice. If this is the issue, in the logs you will see something about "credit card" in the error you get when submitting copyright.

Or you can do this:

Atlas Dev found an issue with the CCC API that the new 9.1.4 client connects to, so they pulled it from the update server and re-released it. See What does the re-release of 9.1.4 involve? for more information.

- It won't automatically roll back clients to 9.1.3 if the update to 9.1.4 already occurred. Users can Uninstall 9.1.4 and Reinstall 9.1.3 so that they can connect to the CCC's old API for now.

- Uninstall the ILLiad Client 9.1.4 via the Control Panel first, and then go to your C:\Program Files (x86)\ILLiad and remove any files in there EXCEPT leave the dbc file if you have it in that folder. You can leave the subfolders in there alone too.

- Then run the 9.1.3 client installer. You'll then also need to download the newest Docline scripts and put them into the C:\Program Files (x86)\ILLiad\Docline folder since those usually are replaced when running the installer.

Additional Information

Please see ILLiad Copyright Processing Changes After the CCC Web Service Update.

Also: CCC Account Credentials & Order Submission Errors