How do I fix it when I am getting an Odyssey Alert that says Notification Failed?

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Symptom

• You are seeing Odyssey Errors and when you look at the details it says that the Notification Failed

Applies to

• ILLiad

Resolution

Here are some steps to fix the issue:

1. Make sure your IIS Webplatform is running correctly following the documentation [How do I fix it when I am trying to deliver articles in ILLiad, I am getting a WebPlatform error message?](https://help.oclc.org/Resource_Sharing/ILLiad/Troubleshooting/How_do_I_fix_it_when_I_am_getting_an_Odyssey.Alert_that_says_Notification_Failed)
2. Once you have fixed the issue, you can send out all the emails for the errors you have. Open up the Transaction.
3. Remove the Odyssey Error message by clicking on the icon.
4. Click on the Send Notification icon on the top left. The Email Notification will go out to the patron.
5. If you want to verify the notification is going out, then click on the History tab and refresh the screen. You should see in the Notification History an outgoing email.

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