Users are not receiving Article Exchange emails

Symptom

- After you approve an Article Exchange alert, your patrons are not receiving their PDFs. You receive an error email with the subject heading: "Delivery status notification: failure."

Applies to

- Tipasa

Resolution

First, check to make sure the request details say that the items have been delivered properly and closed and that the Article Exchange alert links resolve correctly.

If this is correct, please check with your IT department to ensure that the emails are authorized to pass through your institution's email filters. Tipasa may be sending the requests properly, but they are unable to reach the intended recipient's account.

If the emails are authorized to pass through the filters, please contact OCLC Support with an example request ID and a full-page screenshot of the email with the error message.

Additional information

Article Exchange workflow

Page ID

43907