Why am I unable to transfer ILL requests to WorldShare ILL?

Symptom

- When sending requests from inside a third party ILL system, I see the error `Org.oclc.circill.toolkit.service.bse.ServiceException: Service failed; responder returned HTTP status code 401, with response 'Unauthorized`
- Or a similar authorization-type error
- This library uses ISO ILL and is connecting to WorldShare through a WSKey as authorization

Applies to

- WorldShare ILL

Resolution

Contact OCLC Support for your region. Support will need to know if you are using ILLiad or WorldShare ILL. Also, if you know you are using ISO ILL with a Web Service Key (WSKey) as the authorization, include that in your email.

Additional information

A request has this message: "This is an ISO-ILL request and cannot be processed in WorldShare ILL. Processing of this request must be completed in your local ISO-ILL management system." What does that mean?