I have a failed outgoing notification that cannot be deleted.

Last updated: Fri, 15 Apr 2022 14:53:11 GMT

Symptom

Unable to delete outgoing notification.

Applies to

- ILLiad

Resolution

On a Self-Hosted site, do the following:

1. Open the Transaction
2. Click the History Tab to display the Email History
3. Locate the ID of the Email that is highlighted in Red
4. Provide that to your SQL Administrator, who will be able to remove the Notification

If the ID is 12, the SQL Administrator should run the following query:

Use ILLData

go
Delete From EmailCopies
Where ID =‘12’
go

If you are hosted, contact OCLC Support with the ID.

Additional information

This is usually because a record did not have an email address in it or there was an invalid email address. ILLiad is unable to send the request.