Is my IP address range covered for my ILLiad hosted site?

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Symptom

- You are unable to log on to the ILLiad Client after installing the ILLiad Client. It might be a new computer or your System might have changed your IP address range.

Applies to

- ILLiad.

Resolution

Please contact OCLC Support. We will look at our system and if needed, we will update the ILLiad Hosted Firewall to allow access. We only support IP addresses owned by your institution. So if you give us an IP address that is owned by an Internet Service Provider, we will suggest you connect through a VPN connection to your institution so that the IP address is within your IP address range.