We use LDAP authentication and we have one user who is unable to logon

Symptom
• Other patrons are able to logon, but one patron is unable to logon to ILLiad.

Applies to
• ILLiad

Resolution
Here is a list of steps you should take:

1. If you are using LDAP authentication, go to the patron account and make sure you do not have ILLiad Authentication box checked. If you have the box checked, then that will override LDAP authentication.

2. Try to log on now. If it works, you have fixed the issue. If it does not, then go to the next step.

3. Make sure the person can log on to LDAP. Is the patron able to go into other services at your campus and log on to the LDAP server with the username and password?
   A. Does it work? If it does, it should work with ILLiad.
   B. If it does not, then she should reset her LDAP password. Then use that new Password to log on to ILLiad.