When I print in ILLiad, all the records show the same information in all the printout

Symptom

• If you have multiple records and when you print the only record that prints is the first one in every entry.

Applies to

• ILLiad

Resolution

You need to make sure you add the <<Next Record>> Rule between records. You can add it at the end of the last record or before the next record. Here are the steps you should follow:

1. Put the cursor where you want to insert the <<Next Record>> rule.

2. Go to the Mailings and then click on the Rules drop-down.

4. Click on the Next Record rule.

When you do this, you will see in your Word Document something that looks like <<Next Record>>. You cannot type this in. You must insert the rule. This rule will tell ILLiad to pull the next record on the following document, and you will not see the same record showing up on all the printed items.