I am using ILLiad 8.7.2.0 and getting error messages every time I open up Lending Article Request

Symptom

• When trying to open up Lending Article requests, I get an error message and then a blank screen. You accidentally installed 9.0 and then uninstalled it and installed 8.7.2.0 again.

Applies to

• ILLiad

Resolution

When looking at your ILLiadClient log, you see an error message:

An error occurred while attempting to load the web platform configuration (Invalid column name 'ExternalUserIdMapping').

It appears you installed 9.0 and then uninstalled and installed 8.7.2.0 again. The problem is that when you installed 9.0, it added a field to the WebplatformConfig that does not exist in 8.7.2.0. You will need to uninstall ILLiad and then install 8.7.2.0 again completely. Here is what you need to do:

1. Navigate to C:\Program Files (x86)\InstallShield Installation Information.
2. Search subfolders and look for the setup.exe that is published by Atlas Systems.
3. Delete the entire parent folder that contains the identified setup.exe
4. Delete the C:\Program Files (x86)\ILLiad folder.
5. Attempt to reinstall the correct version of ILLiad.

The installer for 8.7.2.0 is available on the Atlas Systems ILLiad Downloads page.