Unable to change password for lender in ILLiad Client on a shared server site.

Last updated: Wed, 29 May 2019 17:02:24 GMT

Symptom
If you are part of a shared server and want to change the password for a lender so they can login through the lending web pages it fails in the ILLiad Client.

Applies to
Only applies to shared server sites.

Resolution
Short introduction or instructions to follow these steps:

1. The current workaround is to use the forgot password link on the lending web pages.
2. You can send and email to the library and have the set their own password.
3. Or you can grab the link out of the email in the outgoing email queue in the ILLiad Client and set the password for them.

Additional information
Atlas is aware of the issue and plan to release a fix in a future version of ILLiad.