How do I fix it when I am not seeing all the fields in the Notes or History section of a request in ILLiad?

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Symptom

• When you look at a request in ILLiad and looking at the Notes section, you are missing the notes field.

Applies to

• ILLiad

Resolution

Somehow, the columns displayed has been changed. You can resolve this by doing the following:

1. Right-clicking on one of the headers you see such as "Date."
2. Click on "Restore Default Layout."

You should see all the fields again.