What are some basic ILLiad Server Addons troubleshooting I can do?

Symptom

• You want to be able to troubleshoot a Server Addon and resolve an issue.

Applies to

• ILLiad

Resolution

Here are some troubleshooting ideas to help you find out what your issue is:

1. Go to your Server Addons in the ILLiad Customization Manager and make sure your Server Addon is active.
2. Make sure you are using the latest version of the Server Addon.
3. Make sure your ILLiad System Manager service is running.
4. Restart your ILLiad System Manager service.
5. Check your ILLiad System Manager logs for the Addon and any error messages in the logs. This is the most likely way to resolve the issue. You will most likely find the problem and how to resolve it from what you see.