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.
6. One issue that might happen is that you will get Pooled connections because the Server Addon is not releasing the connection when the process is completed.
7. If it is not contained the server will slow down and eventually cause other services to fail.
8. It is most likely a problem with the IDS Logic service if you are running it.
9. Either Disable the IDS Logic service and then restart the ILLiad System Manager service, or contact IDS and try to figure out the problem and resolve it.

If you are opening Transactions in ILLiad and getting an error or pop-up message, then you should also look at these.

1. Go to System and Manage Addons.
2. Make sure you are using the latest version of the Server Addon.
3. There may be a field that is requesting authorization or a URL or a value that is required for the Addon to work. Make sure that is correct and up to date.
4. Make sure your ILLiad System Manager service is running.
5. Restart your ILLiad System Manager service.