When I open the ILLiad Client, I am getting the message "An error occurred loading the main form."

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Symptom

• You open the ILLiad Client and you are getting an error message and you need help troubleshooting the issue

Applies to

• ILLiad

Resolution

When you are getting the error message it can be fixed by following these suggestions:

1. If you are hosted by OCLC, make sure your IP address is up to date. Please contact OCLC Support and let us know what IP address range you are in. We limit access by IP address.
2. If you are self-hosted, you will need to contact your I.T. to find out what might be the issue?
3. The ATLAS SQL Alias Manager is incorrectly set up. You will need to verify your setup. If you are hosted by OCLC, please contact OCLC Support.
4. You might need to check with your network people to make sure that either you are using Port 1433 or 1344 is open to the SQL server. If you are supposed to use port 1344, then click here to set up the alternate port.
5. If you continue to have issues, please contact {{support}.