I accidentally downloaded the latest version of ILLiad but then uninstalled it. After installing the correct version, the client does not open

Last updated: Mon, 22 Jun 2020 14:03:17 GMT

Symptom

- I accidentally downloaded the latest version of ILLiad but then uninstalled it. After installing the correct version, the client does not open

Applies to

- ILLiad

Resolution

1. Copy the Addons and Print folders to your desktop.
2. Delete the ILLiad folder and uninstall the ILLiad Client.
3. Reinstall the correct version of the client and copy over the Addons and Print folders. The client should now run properly.

Additional information

If the client does not run, make sure your SQL information is correct and set as default and saved into the c:\Program Files (x86)\ILLiad folder

Page ID

31305