When I receive a document in ILLiad it shows up blank, but after delivery, the patron can see it fine

Symptom

- When you receive an article, it shows up blank in ILLiad, but when the patron receives it they see it fine

Applies to

- ILLiad

Resolution

You need to upgrade to ILLiad 9.1.2.0 ILLiad DLL which came out on September 2, 2020. If you upgraded your server since that time, please contact OCLC Support.