Buttons are missing from ILLiad

Symptom

• One or more buttons are missing from the ILLiad Client.

Applies to

• ILLiad

Resolution

There are several reasons a button could be missing. Here are three solutions:

1. Right-click on the ribbon or area where the button should be, select "Reset to Default", and then select Yes. If the button or item appears, it was previously "hidden."
2. Make sure your account has permission for that function in the Staff Manager. For instance, if a staff account has a "Can Manage Addons?" unchecked in Staff Manager, the Manage Addons button would not appear in the System ribbon on the ILLiad Client.
3. If the issue persists, click the ☰ Menu icon in the upper left corner and choose Select Skin. Change the skin to any other skin and see if the button appears.

Additional information

If you are still not seeing what you expect, there is a button in the Staff Manager that says Delete Layout & Grid Settings. When you select a user and then hit that button, it sets their ILLiad Client layouts back to the default. For further troubleshooting, contact OCLC Support.

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