ILLiad

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• Get started

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Get started with ILLiad.

◦ About ILLiad
◦ ILLiad training
◦ Integrate ILLiad with your local authentication system via EZproxy
◦ OCLC ILLiad hosting operations

• Troubleshooting

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Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

◦ After I upgraded to 9.0 on one machine, I am unable to logon with my username and password on a machine that is using 8.7.2.0.
◦ After upgrading to ILLiad 9.0, my barcode font is not printing
◦ Borrowing conditionals status not updating properly
◦ Can a patron track the history of their requests?
◦ Can borrowers be blocked temporarily?
◦ Can ILLiad block a request based on a policy problem?
◦ Can ILLiad import TIFF or PDF files for patron delivery?
◦ Can ILLiad run on several computers? How do I consolidate?
◦ Can ILLiad SQL server run on the same server as an IIS Web server?
◦ Can I customize statistics from ILLiad database information?
◦ Can more than one staff member use ILLiad at the same time?
◦ Can statistics be output for import into Excel or Access?
◦ Can you make your own selection of required fields?
◦ Can you set up an expiration for the passwords in ILLiad 8.7?
◦ Copyright Clearance Center is requiring TLS 1.2 as of March 1, 2019 for ILLiad
◦ Do I need to be concerned with the logon or logon2 Web pages if I am using ILLiad Remote Authentication with EZproxy?
How can I fix a problem in ILLiad where I have one computer unable to connect to Docline?

◦ How can I get a report of my ILL Fees for Borrowing for ILLiad?

◦ How does ILLiad build statistics reports?

◦ How do I break out the date so the PhotoJournalMonth will show separately in an ILLiad incoming request from a patron?

◦ How do I change a User Password in ILLiad when I am using ILLiad Authentication?

◦ How do I connect to the Web Server to edit files when I am a Hosted ILLiad site?

◦ How do I create a list of blocked institutions in ILLiad?

◦ How do I enable Direct Request for ILLiad?

◦ How do I fix a problem when I am trying to logon to my ILLiad Web Site and I am getting an error message saying "Internal Server Error 500?"

◦ How do I fix it if I have one patron contacting us about a problem with OpenURL to ILLiad from FirstSearch?

◦ How do I fix it so I can process ILLiad Electronic Delivery because the Process Files is grayed out

◦ How do I fix it when I am not seeing all the fields in the Notes section of a request in ILLiad?

◦ How do I fix it in ILLiad when I bill for Lending and when the Billing window pops up it is blank when I expect an amount to be in the window?

◦ How do I fix it when I have a file that I edited and saved the PDF, but I am getting PDF Conversion failed error message in ILLiad?

◦ How do I fix it when the ILLiad Client is unresponsive?

◦ How do I fix a possible WorldCat Local Addon error in ILLiad?

◦ How do I fix a problem when I am trying to logon to my ILLiad Web Site and I am getting an error message saying "Internal Server Error 500?"

◦ How do I set up OpenURL for Alma using ILLiad?

◦ How do I set up Web pages for specific Patron statuses in ILLiad?

◦ How do I submit the copyright order for ILLiad

◦ How do I update the IP address of our Web Server in the Policies Directory so it gives others the new Odyssey IP address?

◦ How do I update the NVTGC of the DisplayStatus table where the NVTGC is ILL and I want it to be something else in ILLiad?

◦ How do we get a group-based report on Web-based statistics?
- How long does a document remain on the Web for downloading?
- How many ILLiad Licenses can you have?
- How to delete an ILLiad Patron account?
- How to I install an ILLiad Client Addon?
- How will you use the Import feature when Docline 6.1 comes out for ILLiad?
- If we have a hosted ILLiad Email and we need to whitelist the server, what IP addresses do we need to add?
- If we have ILLiad Authentication going into 9.0, what should we be prepared to happen with the passwords?
- Awaiting Customer Contact not sending out notifications
- Change User Information Web page showing NVTGC instead of Description
- Custom Reports
- Delete Patrons request
- Display Status limitations with ILLiad.
- How do I correct the email address a Docline Library has for me?
- Everyone is being sent to the Logout page when coming form EZproxy to ILLiad
- ILLiad Fill Rate statistics give a higher total if you look at each month and total it for the year rather than just looking at the year
- How do I change the when Overdue Notices go out with ILLiad?
- How do I mark an invoice paid in ILLiad?
- How to disable the Billing Manager in ILLiad
- ILLiad ILLiad Compatible with SQL Server 2019
- Installed a new ILLiad Client on a computer and it is saying it is missing a SQL Logon?
- Is my IP address range covered for ILLiad hosted site?
- I am retiring and I have questions for appointing new contact for ILLiad
- I forgot the information I need to put in the SQL Alias Manager
- I have a failed outgoing notification that needs to be cleared from ILLiad.
- I just installed ILLiad 8.7.2.0 on my computer and when I go to the Lending requests I get an error message
- I just updated my Windows version and now nothing prints
- I want to replace the logo for our Web pages in ILLiad
- ILLiad not getting any lending requests lately, is ILLiad working correctly
- No longer able to search records using the Transaction number in ILLiad
- OpenURL is not filling in the ISSN field
- ILLiad Patron Expiration Date
- Please restart our hosted ILLiad server in order to activate a new server addon
- ILLiad printing Barcode is showing the Transaction Number and not the ILL Number
- Printing is not working and I am getting an error message about a table in ILLiad
- ILLiad requests keep on changing back to Unfilled
ILLiad shared site receiving item and then switching sites for patron causes "Record not found" message for the OCLC Status

- TLS 1.0 no longer being supported
- Twilio is requiring updates on the servers, are we ready for the security updates?
- We are stuck trying to send a Borrowing request with an error message in ILLiad
- We have sent the logon.dbc to a computer that installed ILLiad, but we need the Password for it to work properly
- What do I do when I receive an incorrect item?
- What is Awaiting Article Exchange Retrieval in ILLiad?
- Why doesn't the patron account delete automatically after one year in ILLiad?
- Will ILLiad be ready for Docline 6.0?
- In ILLiad, my screen display looks wrong
- In ILLiad, no requests are coming in for lending can you fix it?
- Is there a way to implement pop-ups to show up on certain borrowing requests that require special handling in ILLiad?
- I am an ILLiad Hosted site trying to FTP to the server and unable to connect with the correct information using Filezilla
- I am having troubles updating my Direct Request Profile through ILLiad
- I am in ILLiad Lending and I am trying to update Stack Search Results, but the Transaction number I am putting in is not showing up
- I am seeing a new status in ILLiad in the OCLC status field that says supplied
- I am trying to process electronic delivery files in ILLiad, but the Process Files icon is grayed out
- I am unable in ILLiad to send an article through Article Exchange.
- I am using ILLiad 8.7.2.0 and getting error messages every time I open up Lending Article Request
- I can not open an Addon file directly from the Addon page
- I changed the password for my patron in the patron record in ILLiad, but the password does not work?
- I created a scheduled closure in ILL Policies, but my request keep on disappearing when I come back
- I just installed ILLiad on a new computer, what settings or permissions should I have on my computer?
- I just installed WorldCat Local Addon and I am getting an error when I open up a request
- I just moved my ILLiad server and now emails are not going out
- I just upgraded to a new version of ILLiad on my Web Server and now I am getting an Internal Server Error when trying to delivery through Article Exchange
- I need to install ILLiad on a new computer where do I get the file
- I need to manage the Addons, but I am unable to see the icon in the ILLiad Client
- I noticed there an "IFM Charges" report in the ILLiad Reports, under Lending. Is there one under Borrowing?
- I received a document that I cannot process in Electronic Delivery for ILLiad
- I returned and item and yet my patrons still get overdue notices in ILLiad
I used Microsoft Word to edit my routing rule before copying my routing rule over to ILLiad Customization Manager and the rule is not working

◦ I want a list of all my patrons, how do I get them

◦ I would like to request that an IP range be opened up for ILLiad client access at one of our new sites?

◦ Migrated a SQL server 2008 R2 on an infrastructure of 2016 and the Webplatform stopped working

◦ My Bookeye scanner upgraded and now it needs a password, where do I get that information

◦ My patrons are requested to change their password the first time they logon after I upgraded to ILLiad 9.0 and I am using ILLiad Authentication

◦ I am getting an IFM token error

◦ My Rapid Manager service is not sending or receiving

◦ Requests submitted and not importing into ILLiad while the ILLiad server was down running Windows patches

◦ There are items stuck in Awaiting Direct Request Sending

◦ Unable to send articles through the Bookeye Scanner

◦ Unique ID for installing ILLiad on a new Server

◦ We already use FirstSearch. Can we continue using it?

◦ We are unable to access the QueryAdditions.xml file on a shared drive for ILLiad

◦ We cannot send or receive ILLiad Odyssey documents

◦ We just updated our Shared Server and when we try to print in ILLiad, we are not seeing the correct information in our print templates

◦ We use LDAP authentication and we have one user who is unable to logon

◦ What are the requirements for upgrading an ILLiad server?

◦ What does Awaiting Article exchange Retrieval that I see in my Borrowing Queues mean?

◦ What do I do when returning a book I am finding that the lender on the book is not showing up in the system as the lender?

◦ What hardware is needed? A separate server?

◦ What ports are required for ILLiad?

◦ What URL should be used to access WebCirc when you are Hosted ILLiad

◦ What Windows permissions or Word settings should I be concerned with when using ILLiad?

◦ How do I fix it so that when I check in a request, the status does not sit at "In Transit to Pickup Location" and the patron is not contacted?

◦ When I go to the Downloads page, when I click on the download, I get a page not found message

◦ When I open up a request in ILLiad, I am getting an error message with Microsoft.net Framework

◦ When I print in ILLiad, all the records show the same information in all the printout

◦ When opening the Billing Manager you are getting the error message that you are Unable to locate a logon settings file

◦ When processing Odyssey Electronic Delivery, I get an error message on the screen

◦ When submitting a request in ILLiad, the verified field is missing when I am at the Workform

◦ When trying to figure out what articles I need to add to copyright, does it include this year?

https://help.oclc.org/Resource_Sharing/ILLiad
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- Where are the Database and Log files for the SQL server stored?
- Where do I find information on the data source for the Print Templates in ILLiad?
- Where do the fields that are showing up in the Notification templates point to?
- Where is there a Borrowing Workflow Chart for ILLiad?
- Why is the number for my Borrowing Turnaround Time report for Articles so low in ILLiad?
- Will ILLiad handle inter-campus requests?