Get started

No image available

Get started with ILLiad.

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

Troubleshooting

No image available

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

- 9.1 RENEW BUTTON DOES NOT DISPLAY
- After connecting to the ILLiad Server, how do I edit the Web pages?
- After I upgraded to 9.0 on one machine, I am unable to sign into ILLiad with my username and password on a machine that is using 8.7.2.0.
- After I upgrade my Microsoft Windows to the latest version, when I process items from Article Exchange I need the files to go to the directory I was using before the upgrade
- After upgrading to 8.7.3.0 or 9.0.3.0, the lender is having issues sending Odyssey Documents to me for Decline Requests
- After upgrading to ILLiad 9.0 how do I issue an IFM refund?
- After upgrading to ILLiad 9.0, my barcode font is not printing
- Are there any changes that ILLiad needs to make when DOCLINE updates their Address on 8/12/2019
- Are there any issues with ILLiad and EFTS move to MLA?
- Are there any password history requirements when setting new passwords in ILLiad?
- Are there any plans of using IFM with Reprints Desk with ILLiad?
- Are there any Release notes for 9.1 yet?
- Are there WebReports that pull information from both Document Delivery and Borrowing?
- As a Lender, can I update requests that have a Special Message?
- A staff member who was a contact for ILLiad and WorldShare is retiring, where do we need to update our contact information to reflect this?
- Because I am purging old authorizations from my system, how do I know which ILL authorization I am using for ILLiad?
Borrowing conditionals status not updating properly
◦ Can a hidden field be added to our Include Menu web page to specify a Document Delivery process type?
◦ Can a patron have both ILLiad Authentication and Remote Authentication at the same time?
◦ 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 run under MacBooks?
◦ Can ILLiad SQL server run on the same server as an IIS Web server?
◦ Can ILLiad user SIP2 username with a barcode as the Username?
◦ Can I add a pull slip to an article without printing the pull slip first?
◦ Can I add a Status tag to the logon.html Web page?
◦ Can I customize statistics from ILLiad database information?
◦ Can I edit a borrowing note after I've already sent it?
◦ Can I turn off the web login unblocked key for an ILLiad user?
◦ Can I use Test Web while using Remote Authentication in ILLiad?
◦ Can I use the ILLiad 9.1 Web Pages on the 9.0 Web Server?
◦ Can more than one staff member use ILLiad at the same time?
◦ Can our librarians work from home when we are an ILLiad OCLC Hosted site?
◦ Can statistics be output for import into Excel or Access?
◦ Can the ILLiad WebCirculation be set up so it can check items in that are not at the status of "Checked out to Customer?"
◦ Can the Odyssey notifications sent to patrons on electronic delivery be configured to use different templates for different patron categories?
◦ Can we change the footer of our Web Pages?
◦ Can we have two Web Servers pointing to the same Database?
◦ Can we run Get It Now only through EZproxy?
◦ Can we run the ILLiad Addons from a different directory than within the ILLiad folder?
◦ Can we set up our ILLiad Print Templates to be on a shared drive?
◦ Can we switch to remote authentication around the time we upgrade?
◦ Can you explain the Borrowing Turnaround Time reports and how it works?
◦ Can you have two instances of the client on the same machine pointing to a different server?
◦ Can you make your own selection of required fields?
◦ Can you set up an expiration for the passwords in ILLiad 8.7?
◦ Change Password does not display the correct message in 9.1
◦ Converting old ILLiad print templates from .doc to .docx
Copyright Clearance Center is requiring TLS 1.2 as of March 1, 2019 for ILLiad

- Default Accounts Table in the Customization Manager
- Decline Requests not Imported to ILLiad
- Does anyone use the accounts named Atlas or OCLC in Staff Manager, or can we delete them?
- Does ILLiad have a limitation where you cannot have a password with blanks before or after the password?
- Does ILLiad keep track of when user accounts are created?
- Does ILLiad Support ISSN searching in Primo/Alma?
- Does ILLiad support Linux SQL Servers?
- Does ILLiad Support the DMARC Process using DKIM for EMail Notifications?
- Does ILLiad Support the ISO-10161 standard?
- Does ILLiad Support Windows Server 2019?
- Do I have to have a subscription to FirstSearch or WorldCat Discovery to be able to search OCLC with ILLiad?
- Do I have to submit copyright payment for a Book Chapter request through ILLiad?
- Do I need to be concerned with the logon or logon2 Web pages if I am using ILLiad Remote Authentication with EZproxy?
- Do I need to check an item in when it is sent through Odyssey?
- Do I need to keep anything lower than Microsoft.net Framework v. 4.0 on my Web Server anymore?
- Do I need to set up separate directories for the Odyssey Send and Receive folders when I am on an ILLiad Shared Server?
- Email Imports using Alma where the =09 show up at the end of each line of text.
- Error 27506 and -1603 while attempting to run the ILLiad server installer
- Everyone of our staff now see the default layout in ILLiad when we all had it customized previously
- Every time I open a request in Borrowing, I am getting a script error message appears
- Finding and replacing the new Docline 6.0 scripts
- FTP Timeout for hosted ILLiad site
- Hosted ILLiad sites that want SFTP
- How can I change my logo in the ILLiad web interface?
- How can I check which version of ILLiad I am running?
- How can I clear items that appear to be "stuck" in Awaiting Electronic Delivery?
- How can I clear requests stuck in Awaiting OCLC Sending?
- How can I delete a user through ILLiad?
- How can I do a Custom Request search in ILLiad?
- How can I find out how a patron was created?
- How can I fix a problem in ILLiad where I have one computer unable to connect to Docline?
- How can I get a list of all my patrons in ILLiad?
- How can I get a report of my ILL Fees for Borrowing for ILLiad?
How can I go directly to an Electronic Document that is at the Transaction Status of "Delivered to Web?"

◦ How can I see an error log in ILLiad?
◦ How can I see in ILLiad the items that show up in WorldShare ILL as In Transit?
◦ How can I set up an ILLiad billing default for institutions for varying amounts?
◦ How can I set up a DLL log for the Web Pages so I can troubleshoot the Web interface issues?
◦ How can I shut down my library so no one can Borrow or Lend from us in ILLiad?
◦ How can I test changes I made in the TestWeb folder when I am using EZproxy with ILLiad?
◦ How can we change our contact information for ILLiad upgrades?
◦ How does Article Exchange work in ILLiad?
◦ How does Delivery Method Per Item work in ILLiad for Loans?
◦ How does Email Routing work in ILLiad?
◦ How does ILLiad build statistics reports?
◦ How does ILLiad Copyright Clearance Work?
◦ How does ILLiad Exclusive work with the password when it is used to Validate users and upgrading to 9.0?
◦ How does the ATLAS Authentication Portal work with ILLiad?
◦ How does the DaysBeforeElectronicDeliveryCleanup work?
◦ How does the Patron Load work with ILLiad?
◦ How does the Status Tag work in ILLiad?
◦ How does the UserValidation table work in ILLiad?
◦ How does the WebValidation table work in ILLiad because I am getting an error message when trying to register?
◦ How does Z39.50 work?
◦ How do Authorized Users work with ILLiad?
◦ How do I access the WebReports from within the ILLiad Client?
◦ How do I add and remove Delivery Locations in ILLiad?
◦ How do I add a Default Account in the ILLiad DefaultAccounts table in the Customization Manager?
◦ How do I add a group in the Group Maintenance for ILLiad?
◦ How do I add a request manually for a patron in the ILLiad Client?
◦ How do I add lender addresses to Rapid requests?
◦ How do I add or remove a flag in ILLiad?
◦ How do I add or remove Custom Holdings Groups in ILLiad?
◦ How do I add tags to my Email Import?
◦ How do I apply a different Constant Data record to a borrowing request in ILLiad so that the correct information is applied to the request?
◦ How do I break out the date so the Photo Journal Date shows Year and Month separately in an ILLiad incoming request from a patron?
◦ How do I build an OpenURL link from PubMed into ILLiad?
How do I change a User Password in ILLiad when I am using ILLiad Authentication?
• How do I change the Logout URL that ILLiad goes to when a patron logs out of the system?
• How do I change the Web Session timeout in ILLiad?
• How do I clear the 1061 error that says Connection Manager cannot be restarted?
• How do I completely uninstall the ILLiad Client so it can be reinstalled?
• 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 create a Web Alert for my patrons?
• How do I customize my email settings if the settings in the ILLiad Customization Manager are not enough to work with my Email?
• How do I customize the Copyright query so it uses six years instead of five?
• How do I delete Lending Transactions before a certain date such as 1/1/2016 from my ILLiad Database?
• How do I delete one patron with transactions?
• How do I delete users from my ILLiad Database?
• How do I deliver articles electronically in ILLiad?
• How do I disable all billing in ILLiad so we do not bill anyone for Borrowing or Lending?
• How do I disable Direct Request in ILLiad?
• How do I disable TLS 1.1 on my ILLiad Web Server?
• How do I do a batch update for the Users, Transactions, or Lenders in ILLiad?
• How do I edit my ILLiad Notifications?
• How do I edit my ILLiad Web pages?
• How do I edit OpenURL so the month will show up in an ILLiad request?
• How do I edit the Borrowing, Doc Del, and Lending Cancellation reasons that show up in ILLiad?
• How do I enable Debug logging in the ILLiad Client?
• How do I enable Direct Request for ILLiad?
• How do I find out what version of the ILLiad Client I am using?
• How do I fix and error when printing in ILLiad that keeps on talking about setting up a table?
• How do I fix and issue where I migrated the ILLiad Database but the services will not start?
• How do I fix a possible WorldCat Local Addon error in ILLiad?
• How do I fix a problem when I am trying to sign into my ILLiad Web Site and I am getting an error message saying "Internal Server Error 500?"
• How do I fix Connection Manager errors?
• 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 so that when my patrons register, they have all their Notifications boxes checked?
• How do I fix it so the due date does not change when sending a Renewal Request?
• How do I fix it when an ILLiad site is sending notices to the wrong person at our library?
How do I fix it when I am getting an Odyssey Alert that says Notification Failed?

How do I fix it when I am getting a File in Use error message when I trying to print in ILLiad?

How do I fix it when I am getting a message in ILLiad that says 401: Unauthorized?

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 when I am receiving a request in ILLiad and then it is showing a message about Undo Shipped

How do I fix it when I am trying to deliver articles in ILLiad, I am getting a WebPlatform error message?

How do I fix it when I am unable to print and the ILLiad Client log shows me an error 0x800A9C64

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 I open up ILLiad, I get a message about unable to access the directory for searches and ILLiad Closes?

How do I fix it when my ILLiad Lending request stayed in the "Conditional Request" queue even after I filled the request?

How do I fix it when printing in ILLiad, my mail merge is pointing to a wrong data source even though when I went to the Document outside of ILLiad and set up the data source correctly?

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

How do I fix it when we updated items as shipped in ILLiad, but they are showing the OCLC Status of Considering?

How do I fix the ILLiad Copyright WebReport when it shows items that have copyright payment required when they should not be in the report?

How do I fix the OCLC status when I have a book that was billed because it was damaged and the request is finished, but the OCLC Status says "Received - Overdue?"

How do I get a great amount of detail for the Connection Manager logs?

How do I get a list of all transactions for one patron and put it in Excel?

How do I get a Mail merge document to work properly so I can work within the mail merge in ILLiad?

How do I get a quote if I want to start using ILLiad?

How do I get ILLiad to stop sending overdue notices when the request is closed in WorldShare ILL

How do I get into the Customization Manager after upgrading to ILLiad 9.0?

How do I get it so when I print in ILLiad, it goes directly to the printer?

How do I get my ILLiad logon page to show a Password reset link and we use ILLiad Authentication

How do I get the ILLiad Billing Manager to go Live for other sites on a shared server when I already have one site that is Live out of all the sites?

How do I get the ILLiad Hosted Server Build?

How do I get to the ILLiad Web Pages for my site?

How do I include all the Journals requested for the Most Requested Journal Report for ILLiad?

How do I install an ILLiad Client Addon?

How do I install an ILLiad Server?
- How do I install an ILLiad Server Addon?
- How do I install a new ILLiad Server, but it is not the latest version?
- How do I install the latest version of ILLiad?
- How do I integrate ILLiad with Aeon?
- How do I limit what a patron sees in the Outstanding Requests in ILLiad?
- How do I make changes to an existing OCLC Request in ILLiad?
- How do I manually update a request in ILLiad?
- How do I merge ILLiad Lender Addresses?
- How do I notify patrons that we are going to have the ILLiad Web down for a period of time?
- How do I process all my Decline or RAPID requests that are delivered by Odyssey that are showing up in Electronic Delivery under the No ILL Number Match?
- How do I process an ILLiad Unfilled Request properly to resubmit the request?
- How do I process Doc Del Loan Requests?
- How do I remove records from my Copyright when I loaded my Copyright submission form in ILLiad and see that I have items in the list that should not have copyright on them?
- How do I request to have my ILLiad Hosted server updated?
- How do I route the queue "In DD Stacks Searching" into a Borrowing Transaction Status?
- How do I say yes or no as a Borrower in ILLiad to a Lending Conditional?
- How do I schedule an upgrade for the ILLiad Hosted Server?
- How do I search in ILLiad for the OCLC item?
- How do I set it up in ILLiad so the Web pages pull the NVTGC options from the CustomDropDown table for my Registration page?
- How do I set it up so that Odyssey Requests are no longer sent automatically to the patron?
- How do I set Request Limits for patrons in ILLiad?
- How do I set up an SFTP connection with Filezilla to connect to my ILLiad Server?
- How do I set up a connection through SFTP that goes directly to a folder on the ILLiad server?
- How do I set up a custom query to find out all the patrons who email address does not match my institution?
- How do I set up a Custom Queue?
- How do I set up a Microsoft Access Link for the OCLC ILLiad Hosted Site?
- How do I set up a Z39.50 connection to Alma from ILLiad?
- How do I set up ILLiad Item Availability to work with my Knowledge Base?
- How do I set up my ILLiad Services for Debug Logging?
- How do I set up Office 365 email to work with ILLiad?
- How do I set up OpenURL for Alma using ILLiad?
- How do I set up Text Messaging in ILLiad?
- How do I set up the ILLiad Groups Maintenance in the ILLiad Client?
- How do I set up Web pages for specific Patron statuses in ILLiad?
How do I stop the Borrowing Pickup Reminder Server Addon from sending out notices?
◦ How do I submit a copyright order in ILLiad?
◦ How do I submit ILLiad Feedback?
◦ How do I turn on IFM for ILLiad?
◦ How do I uninstall and install the ILLiad System Manager and the Rapid Manager services?
◦ How do I update a Network path that ILLiad will use?
◦ How do I update ILLiad so that I can let the Lender know that I have Lost the book?
◦ How do I update ILLiad to the newest version on my Web Server?
◦ How do I update messages that are sent to the patron when they are using the ILLiad Web pages?
◦ How do I update my Article Coversheet when I am an ILLiad Hosted site?
◦ 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 new 9.1 Web Pages with my Generic Requests that are part of the include menu.html?
◦ 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 I update the options in the Shipping Options drop-down in the ILLiad Client?
◦ How do I use the Electronic Delivery Utility to send requests when I have scanned the articles already?
◦ How do routing rules work in ILLiad?
◦ How do we add a link to an ILLiad email pickup notification that we want our patrons to see?
◦ How do we find out the size of our SQL Database when we are hosted by OCLC?
◦ How do we fix the issue in ILLiad we are not receiving any new requests on the Lending side?
◦ How do we get a group-based report on Web-based statistics?
◦ How do we identify requests in Document Delivery that we use Purchase on Demand?
◦ How do we Manage the ILLiad Workflow for our patrons during a temporary closure?
◦ How do we migrate our ILLiad Server to a new server if we are self-hosted?
◦ How do we remove ILLiad outgoing Notifications that failed and there is no from address because we cannot delete them
◦ How do we set it so patrons see a specific status because we do a bunch of internal routing and our patrons are seeing all the statuses which confuses them?
◦ How do we set up ILLiad so that we use an alternate port like 1344 instead of 1433 in the SQL Alias Manager?
◦ How do we temporarily disable Overdue Notices?
◦ How do we update the Max Cost in ILLiad so we can respond Yes to a conditional?
◦ How do you update the Drop Down Menus in the ILLiad Client in the Patron record?
◦ How long are ILLiad Transactions kept on the OCLC hosted site?
◦ How long does a document remain on the Web for downloading?
◦ How long do Electronically Delivered articles live on the ILLiad server?
◦ How many characters are allowed in the ILLiad Outgoing Email Notifications Subject field?
How many ILLiad Licenses can you have?
◦ How many libraries use ILLiad?
◦ How often are the ILLiad Hosted servers backed up?
◦ How often are the ILLiad Hosted sites backed up?
◦ How to construct your Open URL link in ILLiad?
◦ How to delete an ILLiad Patron account?
◦ How to fix the error messages in ILLiad I am getting when I was at 8.7.0.0 and I was asked to upgrade to 8.7.3.0 and I upgraded?
◦ How to I find out the symbols for the ILLiad Borrowing Web Report “Borrowing-Who We Borrow From” that show a percentage, but no symbol?
◦ How to I update the ILLiad printout information so it has my new contact information like phone number, name, or email address?
◦ How to revive a cancelled request in ILLiad?
◦ How to update the SQL Alias Manager for Shared Server install?
◦ How to update your supplier status from within the ILLiad Client
◦ How will you use the Import feature when Docline 6.1 comes out for ILLiad?
◦ I'm getting an error message in our Print document that says the merge field is not in the data source, how can I fix it?
◦ If a patron changed their password recently and I change the password complexity requirement, will the patron have to change their password again?
◦ If I accidentally mark an item as shipped with IFM charge and I cannot do Undo Shipped in ILLiad, how do I fix this issue?
◦ If I am getting Microsoft.net framework error messages in ILLiad with Windows 10, how do I fix this?
◦ If I do not want to be charged for Borrowing, how do I set that up?
◦ If I need someone to help customize our ILLiad Web pages, who do I contact?
◦ If I need to create a field on the patron request form in ILLiad that uses ItemInfo1 field, how do I do that?
◦ If I submit a request through API in ILLiad, will it count towards a patron's request limits?
◦ If I update a Lending request from article to book in the ILLiad Client, does it change what the next library sees for the document type if I cancel the request?
◦ If I update my WebPlatform API key in the ILLiad Customization Manager, do any services need to be restarted?
◦ If I use the notes field in ILLiad, will the Borrower see the note?
◦ If I want all incoming ILLiad Lending requests to have the Default Shipping method to be US Mail, how do I set this up?
◦ If I want the base URL for OpenURL for ILLiad, what do I use?
◦ If we are an ILLiad site, and we do not see any requests in Awaiting Odyssey Processing, do we still need to process electronic delivery?
◦ 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

https://help.oclc.org/Resource_Sharing/ILLiad
Printed: Sat, 29 Aug 2020 11:04:18 GMT
ILLiad: Does upgrading the ILLiad Client break our ODBC links for MSSQL?
- ILLiad 9.1 ChangeUserInformation page Drop-Down options in Alphabetical Order
- Awaiting Customer Contact not sending out notifications
- Change User Information Web page showing NVTGC instead of Description
- ILLiad Client crashes trying to deliver a PDF via Odyssey
- ILLiad Constant Data not saving after making edits
- 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 from 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
- ILLiad has New OCLC Profile Groups Available in Response to COVID-19 Conditions
- How can we restart our hosted ILLiad services?
- 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?
- ILLiad is freezing when displaying Lending requests
- ILLiad is getting a slow response and is sluggish especially when sending electronic articles
- 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 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
- 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

https://help.oclc.org/Resource_Sharing/ILLiad
Printed: Sat, 29 Aug 2020 11:04:18 GMT
Twilio is requiring updates on the servers, are we ready for the security updates?
◦ ILLiad WebPlatform log is not showing any changes for a few days
◦ ILLiad Web Circulation URL address HTTP is not working
◦ 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, can we upload the Users into the Users table?
◦ In ILLiad, how can you test if failed emails are now working after you make changes to your settings to fix the issue?
◦ In ILLiad, my screen display looks wrong
◦ In ILLiad 9.0, how do I make a field not required on any of my Web Forms?
◦ In ILLiad 9.0, I have to select the Borrowing or Lending Library every time even if it is one library
◦ In ILLiad 9.1, I am not longer able to update my OCLC Resource Sharing settings in the ILLiad Client
◦ In ILLiad 9, where do we add a formstate tag to the documents that it talks about in the Release Notes?
◦ In ILLiad, as of January 1, 2020, DOCLINE is changing their URL and this is what you need to do to fix your DOCLINE
◦ In ILLiad, how do I accept a a conditional where I need to increase my Max Cost?
◦ In ILLiad, how do I add a Lender who is not in the list of OCLC Potential Lenders?
◦ In ILLiad, how do I change my Lender Address table so the Lender strings are all Uppercase?
◦ In ILLiad, how do I fix it when I am getting a failed notification for articles with long titles?
◦ In ILLiad, How do I print a Lending invoice for a lost book in the Billing Manager?
◦ In ILLiad, how do I request a WSKey?
◦ In ILLiad, how do I set up a routing rule so that Rapid Requests do not go to Awaiting Copyright Clearance?
◦ In ILLiad, is there a way to add in additional queues that we can mark items "In Transit" and "Check Out" in WebCirc?
◦ In ILLiad, is there a way to delete a patron's request history while keeping stats and collection data?
◦ In ILLiad, I am processing a borrowing request and the Due Date is changing to 1/1/1900
◦ In ILLiad I am searching for the TN number under ALL and it works, but it does not work when I use the TN option
◦ In ILLiad I am seeing my emails sitting in pending and they are not going out, how do I fix this?
◦ In ILLiad, I am trying to Renew a Borrowing request and nothing is happening
◦ In ILLiad, I first sent out a request with Rapid and then sent it out to OCLC, but I cannot update the OCLC request to received
◦ In ILLiad, my patrons are not getting notifications
In ILLiad, no requests are coming in for lending can you fix it?
◦ In ILLiad, what does Awaiting Odyssey Sending queue mean?
◦ In ILLiad, whenever I click on a Transaction Queue like In Stacks Searching or Awaiting Lending Scanning, I never see the requests and I want to know how to see the requests?
◦ In ILLiad when I try to send an electronic article, it gives me an error and I cannot send the file
◦ In ILLiad, when we try go to go the PDF file directly, we are getting an Authentication error message
◦ In the Billing Manager, I am not seeing any EFTS to generate a file
◦ In the ILLiad Client, why do some requests occasionally show up with no loan information?
◦ In the ILLiad Lending Transaction Queues, what is "Web Request Created?"
◦ In which table is the information from the Imported Request tab pulling from in the ILLiad SQL Server?
◦ Is ILLiad able to edit PDFs?
◦ Is ILLiad Compatible with TLS 1.3?
◦ Is it okay if I set up a Custom queue for Items Recalled from Customer, or will this cause issues?
◦ Is it possible for a user who has been disavowed in ILLiad to still send requests?
◦ Is it possible to get ILLiad statistics by Department and User Status?
◦ Is it possible to point the SQL Alias Manager to two separate ILLiad Databases
◦ Is it possible to use a SAML connection to authenticate users into their ILLiad accounts without the use of EZproxy?
◦ Is it possible to use multiple scanners and import PDFs directly into the lending queue?
◦ Is my IP address range covered for my ILLiad hosted site?
◦ Is there anything OCLC can do about Lenders holdings for Electronic articles that are missing?
◦ Is there anything we need to do after adding an ILLiad Server Addon into the Customization Manager?
◦ Is there any online training for ILLiad?
◦ Is there an ILLiad Cheat sheet that I can print up?
◦ Is there a list of Libraries that have a safe return of physical items?
◦ Is there a place where I can make edits to the Web pages so I can see what they look like before they show up in production?
◦ Is there a way that I can send out only the Borrowing and Lending First Overdue Notice and not any others?
◦ Is there a way that I can set it up so that when patrons register that information from our system can be loaded on the Registration form?
◦ Is there a way to block expired users from submitting requests?
◦ Is there a way to change the default internet browser ILLiad opens links in within the Client or Customization Manager?
◦ Is there a way to edit a request that is not in the status of Request Sent?
◦ Is there a way to edit the template that is generated from the ILLiad Billing Manager when running the Overdue Letter reports?
◦ Is there a way to fix a request when I accidentally processed an ILLiad Borrowing request as Doc Del?
◦ Is there a way to get a copy of an email that is being sent in ILLiad to a patron so we know that the email was sent?
› Is there a way to implement pop-ups to show up on certain borrowing requests that require special handling in ILLiad?

› Is there a way to limit borrowing requests to Library Use Only?

› Is there a way to limit the number of Lenders that show up in the ILLiad Workform to be less than 15?

› Is there a way to make sure my electronic articles deliver?

› Is there a way to process renewals automatically while remote working in ILLiad?

› Is there a way to reroute the article sent to the library's email, so you can process it through the ILLiad Client?

› Is there a way to set location for scanning process type?

› Is there a way to stop users from requesting items until they are cleared?

› Is the Patron information sent over to Lenders?

› It has been six months since I upgraded to ILLiad 9.0 and when I sign into ILLiad, I am being asked to change my password

› It is the end of the calendar year and I am trying to say yes to a renewal request and the Connection Manager is giving me an error message

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

› I added a Delivery location and now when I get to the Workform, I get an error message and I need this fixed

› I added some email templates in the Customization Manager, but they are not showing up in the ILLiad Client

› I am adding a new location in ILLiad, how do I update this information to Lenders?

› I am an ILLiad Hosted site and I need help on how we can fix it when we have many patrons who have a blank entry for the Loan Delivery Method?

› I am an ILLiad Hosted site trying to FTP to the server and unable to connect with the correct information using Filezilla

› I am an ILLiad site and my Lenders say my email address is missing when I send out requests

› I am an single server ILLiad site and when I route items to Awaiting Rapid Local Sending it does not do anything

› I am a Borrowing Library and I am getting an error message when I try to check in an item from the Lender

› I am borrowing from DOCLINE and some ILLiad sites are not sending me emails with the Article Exchange link

› I am getting an error about the Images path and I cannot open up the ILLiad Customization Manager

› I am getting an error message when I click on an item in the NO ILL Number Match field and I need to fix it

› I am getting an error message when trying to sign into ILLiad from my EZproxy using OpenURL with special diacritics and I am using ILLiad 8.7.x.x

› I am getting an error message with the ILLiad Fill Rate Statistics

› I am getting an error retrieving status when looking at a Borrowing Request in ILLiad

› I am getting an error when I run the ILLiad WebReport for Borrowing Requests by Department and User Status

› I am getting a Data Transport Connection error message in ILLiad when trying to deliver through Odyssey,
what does this mean and how do we fix it?

- I am getting a error when clicking on the Lending Overdues
- I am getting a message asking for a Code when I am trying to install a new Web Server, but it is not the latest Web Server Version.
- I am getting a missing logon file message when I try to open up ILLiad
- I am getting a Pooled Connections error on my Web Sever, how do I resolve this issue?
- I am getting a red stop sign in the Connection Manager alert, what do I do about that message?
- I am getting a runtime error when I go to the ILLiad WebReports or WebCirc sign in page
- I am getting a version mismatch message where it says my version of ILLiad is greater than what is on the server
- I am getting the message "Invalid Session ID" when I try to sign into ILLiad through the Web
- I am having a long lag when printing with ILLiad and Microsoft Word
- I am having a problem with missing data from the link that goes from WorldCat to Serial Solutions and then on to ILLiad
- I am having issues with Mac user from EZproxy to ILLiad Web pages and need to know how to fix the issue
- I am having troubles updating my Direct Request Profile through ILLiad
- I am in Copyright Clearance and I can see my record, but on the bottom right, the information is blank
- 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 in the ILLiad Billing Manager and I need to know how do I reset the path for the mail merge for bills?
- I am in the Word Document to print a Billing Manager Invoice, but when I go to Mailings ribbon, I do not have a choice to Finish and Merge
- I am migrating from ILLiad to Tipasa, but my Workform needs an ID field to submit requests because I am getting a message about having a Patron ID field
- I am on a brand new install for ILLiad and when I click on Mark Found Scan now, the request information shows on the left, but no information shows on the right and Send via Odyssey or Article exchange are grayed out
- I am on a ILLiad Hosted site and I am getting an SSL certificate error
- I am on a shared server and I upgraded, but my ILLiad Connection Manager service will not start
- I am on a shared server in ILLiad and I am trying to update my LocalInfo table for my site, but I get an error message when I try to save the change
- I am printing in ILLiad and there is information showing up on the page and I do not see a merge field in that area of the unmerged document
- I am printing my Lending Shipping Labels and the system locks up and gives me an error message
- I am running the NCIP Cleint Addon for Aleph and I need to know from where the IP address that is being used
- I am searching Usernames in ILLiad from the home screen and I am getting no results
- I am seeing a new status in ILLiad in the OCLC status field that says supplied
- I am seeing a special message and I am not sure what it means?
- I am sending out emails and getting a security certificate error
I am setting up my printer settings in ILLiad, but every day I have to put them in again

- I am trying to complete a request, but it will not allow me to do this because the OCLC status is Received - Overdue
- I am trying to customize my layout in the ILLiad Client, but I do not see the field I want when I go to the Hidden Items tab
- I am trying to get into my OCLC Resource Sharing Settings in ILLiad 9.0, and I am getting an error message
- I am trying to get into Web Circulation and I am getting an error message
- I am trying to print a document in ILLiad and I am getting a message that the file cannot be found
- I am trying to print in ILLiad, but the information never updates to the current data
- I am trying to print in the ILLiad Billing Manager service, but the data file is not changing, so I see old data
- I am trying to process electronic delivery files in ILLiad, but the Process Files icon is grayed out
- I am trying to put files on the ILLiad Hosted server, but it will not allow me to overwrite the files
- I am trying to run the Server Installation file, but I am getting an error message about the IIS Root folder
- I am trying to save an ILLiad WeReport as a PDF, and I need it to line up correctly
- I am trying to submit my copyright in ILLiad, but I am getting an error message
- I am unable in ILLiad to send an article through Article Exchange
- I am unable to download PDFs to a mapped drive while working from home. What could cause this?
- I am unable to process a file and send it to the Web Server either through Borrowing Scanning or Doc Del Scanning
- I am unable to see all the Transaction Statuses in ILLiad under Borrowing, Doc Del, or Lending
- I am unable to see any shared drives while using ILLiad, but other computers can
- I am unable to send out through Article Exchange and when I look at the ILLiad WebPlatform Log it says access denied for the c:\Windows\Temp\ILLiad and some subfolder
- I am updating my GAC table in the Customization Manager and I am getting a message about it updating all the sites on my shared site, is that okay?
- I am updating my Registration page and removing some Departments from the list, will this cause a problem with the users that have those departments in their user record?
- I am using Alma, NCIP and I need help in how to use the ItemInfo3 field
- I am using a BookScan Scanner with ILLiad and I need the Username and Password it is requesting
- I am using a database that sends an OpenURL link to ILLiad, but the wrong form is opening
- I am using ILLiad 8.7.2.0 and getting error messages every time I open up Lending Article Request
- I am using ILLiad on a Windows 10 machine and I am getting LUA script errors showing up in the ILLiad Client when I try to Process decline requests
- I am working from home and today ILLiad is slow responding
- I am working remotely with ILLiad and I am able to connect, but I am getting a slow response time
- I billed an institution for IFM and it is not showing up on our IFM Monthly report
- I canceled my request in ILLiad, but it is not showing as canceled on OCLC
- I cannot check in an item from a Borrowing Library that has been returned in ILLiad?
- I cannot find an invoice in the Billing Manager for my patron who I billed
I cannot see any entries in the Events Log in the ILLiad Client
I can get into the ILLiad Client, but I cannot get into any of the other services such as the Customization Manager
I can not open an Addon file directly from the Addon page
I changed our borrowing/lending renewal dates, but the new date is not applying?
I changed the password for my patron in the patron record in ILLiad, but the password does not work?
I closed a request in ILLiad, but the OCLC Status still shows supplied
I created a Borrowing Routing rule that goes to a CustomQueue and when I try to request from OCLC, I am unable to put in the Lending symbols
I created a scheduled closure in ILL Policies, but my request keep on disappearing when I come back
I downloaded the DOCLINE Scripts for 3.2.0.0, and the PatronName is blank and the AuthorizedBy field is incorrect
I forgot to bill for a Lending request and it did not show up in the Billing Manager, how do I fix this?
I forgot to submit copyright information for the past six months and I know what needs it, how do I fix this issue?
I have an item stuck in the status of "In Electronic Delivery Processing"
I have a bunch of items in Awaiting Post Receipt Processing in ILLiad and I only want to print some of them, how can I do that?
I have a Custom Holdings group and I cannot add a symbol to it when in the ILLiad OCLC Resource Sharing settings
I have a regular user of ILLiad, but I can only find one request
I have a remote connection to my computer and I need to close down ILLiad Client that is stuck, but Control Alt Delete is not working
I have a request in ILLiad that will not get out of a queue and it should be Request Finished
I have a request that went out to Decline, but the SystemID shows OCLC
I have Borrowing requests stuck at Awaiting Direct Request Sending, how do I fix this?
I have forgotten my password for the ILLiad client. How can I regain access?
I have lost my refresh button in ILLiad
I have lost Transaction queues like Awaiting Request Processing in the ILLiad Client, how do I get them back?
I have Outgoing notifications showing in "Pending" status and they will not go out
I have requests sitting in Awaiting Odyssey Processing in ILLiad and they are not moving out of that queue
I have two users and I need to merge them, how do I do this process?
I just added a new Website for a Delivery Location, but I am getting Error messages about the DLL when I sign in
I just installed ILLiad and I need to know what I put in the ATLAS SQL Alias Manager for the Server and Database Name?
I just installed ILLiad on a new computer, what settings or permissions should I have on my computer?
I just installed the ILLiad client, but the ILLiad Customization Manager will not open
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 and when I try to sign into my Web Page, I am getting a message about the resource has moved or not available
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 deliver through Article Exchange
I'm getting an error when I try to print in ILLiad, why is this?
I need help with an ILLiad Addon
I need help with ILLiad WebPlatform API
I need the Username and password for the Server Installer
I need to add the Country field in the ILLiad Registration and ChangeUserInformation pages, how do I do this?
I need to change the Due Dates for ILLiad, how do I do this?
I need to have the patrons update all the patrons accounts to our email domain, what is the best way to do it?
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 need to understand the difference between Odyssey, Borrowing, and Doc Del in ILLiad
I need to upgrade my ILLiad SQL Server to a newer version, how do I do that?
I noticed a typo in a request that appeared in the Copyright Clearance queue in ILLiad. I'm worried it will affect reporting. Is there a way to correct it?
I noticed several old files in Test Web aren't carried over when we upgrade, is it safe to delete the files 9.1 doesn't use?
I noticed there is "IFM Charges" report in the ILLiad Reports, under Lending. Is there one under Borrowing?
I received a canceled book request, and I need to return it without contacting the customer
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 said Yes to a Borrowing renewal, but they are not updating OCLC, what do I need to do?
I see an ILLiad routing option called Route to Document Provider Processing. What does that mean?
I see a request is showing the OCLC Status as supplied, but I never received the item
I sent a request out through Rapid and now trying to send the request out through OCLC, but I cannot see any holdings
I set up a validation string for my Registration formname for WebValidation, but my RemoteAuthentication is allowing everything through
I set up the link for RSS feeds on the Borrowing ILLiad Web page, but it is not working in Google Chrome and Firefox
I upgraded my Hosted ILLiad Server and my Microsoft Access scripts are not working
I upgraded my ILLiad server and now when I try to sign in to ILLiad, I get an error message saying that the file is missing
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 used to see a pop-up window when printing asking me if I want to print or cancel, but I cannot see it anymore?

- I want a list of all my patrons, how do I get them
- I want a WebReport of the number of Borrowing requests that have been closed in ILLiad over a period of time?
- I want to get a custom report within ILLiad, how can I do this?
- I want to set up a Custom Holdings Group for LVIS in ILLiad, but I can only get so many symbols over because there are too many symbols
- I want to set up a new group in ILLiad and I want to make it so none of the borrowing libraries are billed
- I want to set up a redirect on my ILLiad Logon.html page so that my patrons go to our EZproxy sign-in page and then forward to ILLiad
- I was asked to upgrade the ILLiad Client today and I am getting an error 1625 that stops the upgrade
- I would like to request that an IP range be opened up for ILLiad client access at one of our new sites?
- Java script error trying to login to Decline
- Migrated a SQL server 2008 R2 on an infrastructure of 2016 and the Webplatform stopped working
- My Bookeye scanner upgraded and now it is needs a password, where do I get that information
- My emails are getting an error message about Relay and not going out on my OCLC ILLiad Hosted site
- My ILLiad Column Headers are not displaying correctly
- My ILLiad Odyssey Manager is having issues processing requests on my new server and TLS 1.0 is enabled
- My ILLiad server IP address is changing and I want to know where I need to update my IP address for the Odyssey IP address
- My password to log into the ILLiad Client is correct, but when I try to enter it, I get a message saying the password is incorrect. Why does this occur?
- My patrons are requested to change their password the first time they sign into ILLiad after I upgraded to ILLiad 9.0 and I am using ILLiad Authentication
- My patron is getting an error message about PDF not found
- My patron is trying to view electronically delivered articles and they are seeing "File not found" where they usually see "View."
- My patron received an ILLiad email that the Electronic Article is ready, but when the patron gets to Electronic Articles, the file is not there
- I am getting an IFM token error
- My Rapid Manager service is not sending or receiving
- My Overdue notices are not going out
- New Procedure for updating ISO in ILLiad 9.1
- None of my Flags or Notes are showing up on my Lenders Page in my Illiad Client
- None of my ILLiad Services are running and my SQL Server is on a different server
- Now that the National Library of Medicine is no longer supporting Loansome Doc, what options do we have?
- On our ILLiad Hosted site, why is the time stamp of requests coming from the ILLiad Web Pages showing
for the Eastern Time zone United States rather than our time zone?

- Our ILLiad Email links are showing a non-secure http address and we need them to show https because we are a secure site
- Our RemoteAuthValidation table is correct after upgrading to ILLiad 9.1, but we still can't access our web pages
- Is there a way to automate the Awaiting Request Processing queue to route to a sharing group after clicking the "No Problem" button?
- What changes do we need to make following our upgrade to ILLiad 9.0?
- Patrons are being kicked out of ILLiad when submitting requests after EZproxy Authentication
- Rapid IP / DNS change for RapidX
- Requests submitted and not importing into ILLiad while the ILLiad server was down running Windows patches
- Setting up Remote Authentication in ILLiad 9.1
- Since we updated to ILLiad 9 we have not been able to use Undo shipping feature on any of our requests?
- Steps needed to block (deflect) loan request and only process electronic items
- There are items stuck in Awaiting Direct Request Sending
- The ILLiad PDF Viewer Addon is not pointing to the PDF folder, how do I fix this issue?
- The Transaction Date format is incorrect in the ILLiad Client
- Troubleshooting connectivity issues for ILLiad OCLC Hosted sites
- Unable to change password for lender in ILLiad Client on a shared server site.
- Unable to Open a PDF in the ILLiad Client
- Unable to send articles through the Bookeye Scanner
- Unique ID for installing ILLiad on a new Server
- Web Alerts not working in 9.1 ILLiad Web pages
- We already use FirstSearch. Can we continue using it?
- We are an ILLiad Hosted site and OCLC hosts our email sever and all our email notifications are going into our Junk Email folder
- We are an ILLiad Hosted site and we made a change in our Customization Manager for an email setting, do we need to contact OCLC to do anything?
- We are an ILLiad self-hosted site and our patrons are getting emails that we do not see on our server as going out
- We are a hosted ILLiad site and our IP address is changing for our Network, do we need to update OCLC with our new IP address range?
- We are a hosted site. Do we need to manually download the ILLiad upgrade?
- We are a hosted site and we want to know what we need to do to switch from ILLiad Authentication to CAS Single sign on?
- We are a hosted site. Do we have to do the manual update for 9.1?
- We are a shared ILLiad site, why is one of our sites not receiving any Rapid requests?
- We are a shared server on ILLiad 9.1 getting an error message in your Rapid log regarding the RapidPrimaryLendingDownload Customization key
- We are migrating our Database and want to know what kind of support we will get from OCLC?
- We are on an ILLiad Shared server and we are having troubles with one of our sites after we made edits to that directory on the Web Server
- We are unable to access the QueryAdditions.xml file on a shared drive for ILLiad
- We are upgrading our server to the latest version, and we want to know what kind of support we will get?
- We are using ISO ILL with ILLiad and when we try to start the service, it turns back off
- We billed a site through EFTS and DOCLINE and need to remove the bill before the end of the month
- We borrowed a book and had to pay for it and now we want to know how to process the request in ILLiad?
- We cannot send or receive ILLiad Odyssey documents
- We can't connect to ILLiad or WorldShare ILL, is ILLiad down?
- We have an ILLiad Server Addon that we specify the date and times the addon should run, and it is hit and miss when it will run
- We have an ILLiad Server and we are running the ILLiad Updater, but it is showing we have the latest updates when we do not have them
- We have not received any new lending requests in ILLiad today
- 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 just upgraded and some of our services are not starting after the upgrade
- We migrated our server to an ILLiad Test server which is now production and when we go to the logon.html page, it is pointing back to the old server
- We need our ILLiad Services Disabled on the Hosted Server
- We need to disable ILLiad Odyssey, how do we do this?
- We need to restart our server because we haven’t received new requests in a few hours and there are many new ones in Worldcat Resource Sharing that haven’t pulled in
- We received an email that our SQL Server is moving to a new Address, what should do to be ready?
- We upgraded from 8.7.0.0 to 9.0.3.0 and when we open up the ILLiad Client, we are getting and error and cannot upgrade our ILLiad Client
- We upgraded to 9.1 and when a patron signs in for the first time, the patron sees a bunch of error messages on the registration form
- We use LDAP authentication and we have one user who is unable to logon
- We want to change the Required ID field associated with Registration so it requires nine or fourteen numbers
- We want to delete our Disavowed Users and also keep all their transaction information in ILLiad
- What are my options if I want to use Interlibrary Loan, but I am not going to use ILLiad?
- What are some basic ILLiad Server Addons troubleshooting I can do?
- What are some general ILLiad Webplatform troubleshooting I can do?
- What are the Default ILLiad email templates used for Notifications?
- What are the Hardware and Software Requirements for ILLiad?
- What are the hours I should call ILLiad Support in the United States if I want someone on the phone?
What are the Possible OCLC Statuses that will show up in the OCLC Status box in ILLiad?
- What are the requirements for upgrading an ILLiad server
- What are the server, Client, and Windows requirements for upgrading to ILLiad 9.0?
- What are the steps I need to take for ILLiad if I am updating my OpenURL to a new location to test, but then I need to go back to the old URL?
- What customization key in the Customization Manager allows for languages other than English on default request pages?
- What Data Sources are used for the different Word Documents
- What does Awaiting Article exchange Retrieval that I see in my Borrowing Queues mean?
- What does it mean when I see Awaiting Article Exchange Review?
- What do I do in ILLiad when a library sends me the wrong item that does not match their paperwork?
- What do I do when I get a Transport-Level error in the ILLiad Client log?
- 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 do I need to update if I am going to change the IP address of my ILLiad Server?
- What do I use in ILLiad to create or modify a Staff Account?
- What do the different Theme Selectors look like in ILLiad 9.0?
- What do we do when a lender shipped an item and it is showing as Unfilled in ILLiad?
- What do we need to update if the IP address of our Web Server is going to change?
- What else do I need to do after updating the LendingDueDateDays in the ILLiad Customization Manager to have the new time period show up in ILLiad?
- What happened to the Article Exchange Custom in the OCLC Service Configuration?
- What happens after I schedule an upgrade for our ILLiad Hosted Server?
- What hardware is needed? A separate server?
- What ILLiad users need to know about OCLC’s upcoming TLS security enhancements
- What information is retained on the ILLiad servers from our Patrons?
- What is a good way to Troubleshoot the ILLiad Connection Manager?
- What is ILLiad ISO?
- What is my ILLiad Server IP address?
- What is the best way to set up a routing rule so that I want the action to be taken on any request that is not an OCLC request?
- What is the best way to work with a User account so we can test our Registration Page?
- What is the character limit for ILLiad Status Lines and can I use line breaks in the Key Value?
- What is the difference between WorldShare ILL and ILLiad?
- What is the order for the Borrowing Overdues to go out to patrons?
- What is the process for incorrectly sent items from a Lender in ILLiad?
- What is the process for printing an Odyssey document when I am in the ILLiad Electronic Delivery?
- What is the process for updating to the latest server in ILLiad
What is the process our patrons use to Cancel a request in ILLiad?
◦ What is the proper procedure for decommissioning my ILLiad server when switching over to Tipasa?
◦ What is the proper procedure when I am a borrowing library and I have returned the book and the status is not at Request finished?
◦ What is the StaffProxyWebURL key used for in ILLiad?
◦ What ports are required for ILLiad?
◦ What should I do if a title is not in the Copyright Clearance Center, is listed as Special Order Required, or Contact Rights Holder Directly?
◦ What should I know if I want to switch from ILLiad to LDAP authentication?
◦ What should I plan to do if I am planning on switching to RemoteAuth Authentication in ILLiad?
◦ What should we add to our SPF record for emails coming from OCLC?
◦ What to do if you are seeing 401 Unauthorized error in the ILLiad Client?
◦ What to do when you notice your services are not running correctly on your hosted ILLiad server
◦ What URL should be used to access WebCirc when you are Hosted ILLiad
◦ What Webform opens up in ILLiad for Action=71?
◦ What Windows permissions or Word settings should I be concerned with when using ILLiad?
◦ When a patron is trying to submit a request in the ILLiad Web Pages, they are getting a message about a required field that is not on the request form
◦ When a patron registers, what form shows up on the Web?
◦ When can you use the Undo shipped Feature in ILLiad
◦ When Clearing Users in ILLiad, how do I edit the email before it goes out?
◦ When did we start with ILLiad?
◦ When does the support for ILLiad 8.7 end?
◦ When do I need to restart an ILLiad Service?
◦ When in Borrowing in ILLiad and I am searching the OCLC tab, how do I get the most results when limiting by type?
◦ When is IFM billed in Lending when you are the Lender?
◦ When is the end of Life for all versions of ILLiad 8.7?
◦ When is the End of life for ILLiad 9.0?
◦ When I am exporting WebReports with more than one report, information is not showing up in the exported Excel document
◦ When I am in an ILLiad WebReport where there are titles, why is it that I see the same title multiple times?
◦ When I am in Awaiting Rapid Request Processing, and I click on the "Mark Found Scan Now" button and then Import document, ILLiad Freezes periodically
◦ When I am in ILLiad and going to the Policies Directory, I see the sign-on screen and it does not take me into the Policies Directory
◦ When I am in the Borrowing Work Form tab in ILLiad, I am unable to see the clear and delete buttons
◦ When I am in the ILLiad Borrowing request, I do not see the Work Form tab
◦ When I am in WorldCat, I see many holdings, but when I go to the OCLC tab in ILLiad, I only see a couple
holdings?
◦ When I am on the Work Form to submit a request through ILLiad, the email address is not showing up
◦ When I am printing ILLiad Lending requests, I am getting previous requests I printed
◦ When I am scanning an article for Electronic Delivery and I am in the Scanner settings, I only see a Horizontal split option and not a Vertical split option
◦ When I am searching OCLC for holdings in ILLiad, I am not getting many matches for results
◦ When I am searching OCLC holdings from ILLiad, I see a column header of L with different letters under it and I am not sure what they mean?
◦ When I am selecting requests to print I get a message about the requests added to a file, but it does not print the file
◦ When I am trying to download the ILLiad Client or the Database Manager, I am asked for a Username and Password
◦ When I am using an OpenURL link into ILLiad, what Web page is presented to the patron?
◦ 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 create a new User within the ILLiad, what notification preferences are automatically selected?
◦ When I deliver items through the ILLiad Electronic Delivery Utility, how do I fix it so I stop seeing a duplicate charge
◦ When I get my Z39.50 holdings through Lending, how can I get the results that have at least one holding?
◦ When I go to my Email Notification drop-down in ILLiad and click on it, nothing is happening
◦ When I go to my ILLiad Testweb site I am redirected to my production site
◦ When I go to System, how do I fix it so I can see the Manage Addons icon?
◦ When I go to the Downloads page, when I click on the download, I get a page not found message
◦ When I have tested my Web pages in the TestWeb folder and I want to move them over to production, what is the best process to do this?
◦ When I look at the ILLiad Update Scheduler, why does it have my Server Version as a higher version than my ILLiad Client?
◦ When I open the ILLiad Client, I am getting the message “An error occurred loading the main form.”
◦ When I open up a request in Borrowing, I do not see an ILL number in ILLiad
◦ 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 I print in ILLiad, the Lender Address is not showing what I have in my Lender Address table
◦ When I send out the ILLiad Borrowing Password Reset email, the link is not showing up
◦ When I sign into the ILLiad Web pages using my Mobile Phone, I cannot see the tables that usually show up in the middle of the screen
◦ When I start up my computer, an ILLiad Window opens up with a Billing Manager icon and I would like to get rid of it
◦ When I submit a request for “Other” request, where does the information show up in ILLiad?
◦ When I update my ILLiad to the latest version, do I also have to update my ATLAS SQL Alias Manager settings?
When I update the Address field in the User record in ILLiad, the field truncates at forty characters.

- When I update the Header information on the ILLiad logon page, what other pages do I need to update?
- When I use Google Scholar and I try to import the PDF into Lending Scanning, the ILLiad Client shuts down.
- When my patrons register and go to the Change User Information pages, I only want one state to show up for the option of state.
- When opening the Billing Manager you are getting the error message that you are Unable to locate a logon settings file.
- When printing in ILLiad, how do I know what fields are coming from the Local Info table so I can make updates to the Local info table to update the output?
- When processing Electronic Delivery in ILLiad, how do I deliver an item that shows up in the print box?
- When processing Lending Returns in ILLiad, the External Status box is blank.
- When processing Odyssey Electronic Delivery, I get an error message on the screen.
- When Searching in the ILLiad Customization manager for All Tables and Keys, does it search within Tables?
- When sending ILLiad articles through Lending, is there a copy of what was sent kept on the server?
- When setting up OpenAthens for ILLiad, do we set it up as an LDAP or a RemoteAuth connection?
- When submitting a request in ILLiad, the verified field is missing when I am at the Workform.
- When submitting the Format in the Multimedia request form, the format I chose is not showing up, but only Multimedia is showing in the ILLiad Client.
- When trying to figure out what articles I need to add to copyright, does it include this year?
- When using the Multimedia Request form, where does the format of an item show up in the ILLiad Client?
- When we finished with our upgrade, the SQL Alias Manager appeared, do we need to do anything with that?
- Where are the Database and Log files for the SQL server stored?
- Where are the System Manager log and other log files stored?
- Where can I download a list of Default Printer Templates for ILLiad?
- Where can I edit the CustomDropDown table in ILLiad?
- Where can I find information on how to do a Custom Query in the ILLiad Client?
- Where can I find the ILLiad Workflow charts for Borrowing, Document Delivery and Lending?
- Where can I get information on Copyright Clearance Center Get It Now?
- Where can I get information on the ILLiad Decision Support Pipeline?
- Where can I get the latest download of the Web Pages?
- Where can we find what are we billing for the different categories for our patrons?
- Where do I create or Edit ILLiad Email Templates?
- Where do I find information on the data source for the Print Templates in ILLiad?
- Where do I find the break down of the different fields in OpenURL such as jtitle, stitle, and so on?
- Where do I find the ILLiad Filter Editor?
- Where do I find the new ILLiad Documentation for the User Guides?
Where do I go for the ILLiad Downloads of any of the software?
- Where do the fields that are showing up in the Notification templates point to?
- Where do the ILLiad Electronic Article cover sheets reside?
- Where do we go to request an enhancement for ILLiad?
- Where is there a Borrowing Workflow Chart for ILLiad?
- Where to find profiled Groups and edit them in ILLiad.
- Why am I getting a queue called Awaiting Article Exchange Notification?
- Why am I not seeing Journals that I have had more than six requests in the top right of processing copyright?
- Why am I unable to add a new record in the ILLiadWebPlatformConfig table in the Customization Manager?
- Why aren't my Lending Overdue Notices going out?
- Why are the LendingReasonsForCancellation records I created showing as "unspecified" when I try to use them?
- Why do I have a patron who is unable to submit requests in ILLiad?
- Why do my WorldShare ILL Statistics and my ILLiad Statistics not match up?
- Why do some of my patrons have a Cleared field showing "New?"
- Why has the contact email disappeared from our constant data for ILLiad workforms?
- Why is the number for my Borrowing Turnaround Time report for Articles so low in ILLiad?
- Why do my WebReports change over time in ILLiad?
- Will ILLiad handle inter-campus requests?
- Will our ILLiad requests be processed normally following the upgrade for our Hosted site?
- Will OCLC edit our ILLiad Web Pages for us for a fee?
- With some institutions switching from ILLiad to Tipasa, how do I make sure that electronic articles can get to them?

• ILLiad media repository

No image available