ILLiad

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Query Search

• 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?
◦ 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 get a report of my ILL Fees for Borrowing for ILLiad?
How does ILLiad build statistics reports?
◦ How do I connect to the Web Server to edit files when I am a Hosted ILLiad site?
◦ How do I fix and error when printing in ILLiad that keeps on talking about setting up a table?
◦ How do I fix it so I can process ILLiad Electronic Delivery because the Process Files is grayed out
◦ 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 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 my ILLiad logon page to show a Password reset link and we use ILLiad Authentication
◦ How do I get the ILLiad Hosted Server Build
◦ How do I process an ILLiad Unfilled Request properly to resubmit the request?
◦ How do I request to have my ILLiad Hosted server updated?
◦ How do I submit the copyright order for 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 to delete an ILLiad Patron account?
◦ 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
- 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 Decline 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 having troubles updating my Direct Request Profile through ILLiad
- 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 created a scheduled closure in ILL Policies, but my request keep on disappearing when I come back
- 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 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 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 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 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
- 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
- Where are the Database and Log files for the SQL server stored?
- Where do the fields that are showing up in the Notification templates point to?
- Why is the number for my Borrowing Turnaround Time report for Articles so low in ILLiad?
- Will ILLiad handle inter-campus requests?