ILLiad is freezing when displaying Lending requests

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Symptom

• When you are in ILLiad and open up a Lending request, ILLiad seems to freeze and stop

Applies to

• ILLiad

Resolution

If you are at the correct version for ILLiad that matches what is on your server, here are a couple of steps to follow:

1. Close the ILLiad Client.
2. Open up Internet Explorer and clear the cache. Then close Internet Explorer.
3. If you have Firefox on your computer, open up Firefox and clear the cache. Then close Firefox.
4. Open up ILLiad again and see if it now works.
5. If ILLiad has the same issue, press the F5 key to refresh the screen.
6. If you continue to have issues, contact OCLC Support.