How can I fix a problem in ILLiad where I have one computer unable to connect to Docline?

Symptom

• You have multiple computers and all can connect to Docline except for one.

Applies to

• ILLiad

Resolution

To fix the issue, you should do the following:

1. I have attached a document that talks about setting up your Compatibility View for I.E. 11. Please make sure this is set up on the computer.

2. If that does not solve the problem, copy over the Docline folder from one of the computers that is working and overwrite the Docline folder on the computer that is not working.

3. Open up the ILLiad Client again and see if it works.