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

Last updated: Fri, 18 Jan 2019 21:04:03 GMT

Symptom

- When you print, ILLiad is not showing what you have on your Shared server where all the print templates are stored. You just recently changed your Shared Server Address.

Applies to

- ILLiad

Resolution

If you changed your Shared server where the Print Templates are stored, then you need to make sure the following are set up.

1. You need to go to the ILLiad Customization Manager and update your PrintDocumentsPath key so that it is pointing to the new Shared server.
2. You should make sure your Computers have a mapped drive to the new shared server address to the Print directory you set up in the PrintDocumentsPath. They need to match.