Connexion client won't open

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Symptom

- Click the Connexion client desktop icon to start the program. Receive message "The feature you are trying to use is on a network resource that is unavailable." Note the error may vary slightly.

Applies to

- Connexion client

Resolution

The Connexion client reinstallation attempt is being caused by the Microsoft MSI self-heal technology attempting to fix what it perceives as a damaged installation. The installation is fine. To resolve the problem we need to build a new desktop shortcut. To do this:

1. Close Connexion client if it's running.
2. Hold down the Windows key (to the left or right of the Alt key) and while holding it down, press the letter r; this brings up the Windows Run box.
3. Type c: (including the colon (:)) and press Enter.
4. Double-click (if 64-bit) the Program Files (x86) or (if 32-bit), Program Files folder.
5. Double-click the OCLC folder.
6. Double-click the Connexion folder.
7. Double-click the Program folder.
8. Scroll down and right-click Connex.exe and choose SendTo > Desktop (create shortcut). If you don't see the .exe extension, look in the 'Type' column for 'Application'.
9. Double-click the new shortcut. The client should start normally.
10. Delete the original desktop shortcut and rename the new one to look like the one you just deleted.

Note: if you move the newly created icon from the user's desktop to C:\Users\Public\Desktop, Connexion client will be available to anyone that signs into Windows.

https://help.oclc.org/Metadata_Services/Connexion/Troubleshooting/Connexion_client_will_not_open
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Additional information

See screenshot for complete message.

[Image of a window with a message about the OCLC Connexion client being unavailable due to an installation package that is not available.]

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