OCLC Registry key is missing, and the incorrect number of digits is appearing in labels when I try to print from Connexion client.

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Symptom

- The OCLC Registry key is missing when I look in Regedit, and the incorrect number of digits is appearing in labels when I try to print from Connexion client.

Applies to

- Connexion client

Resolution

In cases where printing is occurring but the registry key is missing, take the following steps:

1. Logout of and close Connexion client.
2. Right click on Connexion client and select "run as administrator" to reopen it.
3. Print alignment labels from Connexion by going to Tools > Options > Printing
4. If the registry key is still missing, go to Tools > Options > Printing from a record.
5. The registry key should now appear in your * for 32-bit or * for 64 bit.
6. To correct the number of digits in labels, open or create a Macro in your registry key.
7. Change the default SP1splineWith from hex 0x380 (896 decimal) to the appropriate value.

Additional information

Our documentation on printing labels from Connexion client.

Page ID

11312