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](https://help.oclc.org/Metadata_Services/Connexion/Troubleshooting/OCLC_REGISTRY_key_is_missing_and_the_in... from Connexion client.

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