Symptom

- We are using the Internet Explorer browser with OCLC Connexion. The keystroke Ctrl+Shift+E to export a record in MARC works fine, but Ctrl+Shift+U to update the record does not work. Instead we have to select Update Holdings from the Action menu.

Applies to

- Connexion browser

Resolution

Microsoft assigns keystrokes to IE 11 that conflict with Connexion browser. In order to reclaim the keystrokes, you must run Connexion browser in compatibility mode. To do this:

1. Navigate to Connexion browser. Don't sign in yet.
2. Press the Alt key to display the menu bar.
3. Click the Tools menu (or press Alt+t) and choose Compatibility View Settings.
4. In the field for Add this website, you will see the domain, that is, the last part of the website address, oclc.org.
5. Click Add. Result: the domain (oclc.org) appears in the list of "Websites you've added to Compatibility View."
6. Click Close.

Sign into Connexion and try your shortcut keys. If they don't work, you may have to close and re-open the browser.

Additional information

Other keystrokes besides Ctrl+Shift+U may be affected.