OCLC Connexion crashes every time we export a record to our local system on any workstation

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Symptom

• Connexion client crashes after exporting records when using an OCLC Gateway export destination

Applies to

• Connexion client

Resolution

Connexion client may crash when taking action on records such as exporting if the Permanent Connection option is enabled. To disable this option, please follow these steps:

1. Log into Connexion client.
2. Click **Tools > Options > Export**.
3. Highlight your export destination and click **Edit**.
4. If Permanent Connection is selected, uncheck the box and click **OK**.

If this option is not checked or if this does not fix the issue, please contact [OCLC Support](https://help.oclc.org/Metadata_Services/Connexion/Troubleshooting/OCLC_Connexion_crashes_every_time_we_export_a_record_to_our_local_system_on_any_workstation/).

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