Gateway export to Alma ILS causes Connexion client crash

Symptom

- When Gateway export a record to Alma ILS, Connexion client crashes and has to be restarted.

Applies to

- Connexion client All Versions

Resolution

There is something about the Alma host name that is causing the client crash. To resolve the issue, we need to create a new Gateway export destination. Once the existing export destination is damaged, it can't be reused.

Instead of the host name, we need to use the IP of the Alma server. A ping of the server shows this: 'naXX.alma.exlibrisgroup.com [PING.IP.GOES.HERE]'. XX represents a number, 01, 02, 03, etc.

Please do the following

1. Delete the existing Gateway export destination (it's damaged and won't work, even with an IP).
2. Create a new Gateway export destination. In the host name box enter PING.IP.GOES.HERE (obtained from pinging the server).
3. Enter all other information the same as before; port, login name and password.
4. Save and test.

If problems persist, contact OCLC Support with your library symbol, a screenshot of the error, and the steps you taken so far.

Additional information

How do I ping the Alma server?

1. 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.
2. Type cmd and press Enter  (This opens a command line window).
3. At the flashing cursor, type ping Alma server; (e.g., ping ALMA-NAME.alma.exlibrisgroup.com).
4. Use the IP it returns in [PING.IP.GOES.HERE].