Unable to connect to CONTENTdm Server URL


Symptom

• Receiving an error message that you are unable to connect to your CONTENTdm Server URL in the Project Client "New Project - Server URL and Login" window

Applies to

• CONTENTdm

Resolution

1. Confirm you are typing your full server URL

   1. Hosted - https://serverxxxxx.contentdm.oclc.org where xxxxx should be your site ID. Use your Worldcat.org credentials.

   2. Local server - You may need to contact your local IT for this address but it will be your CONTENTdm URL plus the port configured on your CONTENTdm server. You can typically get this by appending your URL with /utils/diagnostics.

Additional information

If you need additional support or different connection issues please contact OCLC Support

Page ID

14756