I am trying to launch WebDewey from Connexion client, but I receive the error "Name and password not valid."

Symptom

- You are unable to launch WebDewey from Connexion client.

Applies to

- WebDewey
- Connexion client 2.63
- Connexion client 3.x
- Connexion browser

Resolution

Determine whether you are able to enter your authorization number and password manually. If you are, you can have your browser remember this information for when you next launch WebDewey. Connexion client currently does not have the ability to automatically transmit credentials to log you in to WebDewey.

If you cannot even access by entering your credentials manually, please contact OCLC Support with the authorization number you are using to access WebDewey.