Cannot connect to remote server error in Connexion

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Symptom

• The error "Cannot connect to remote server" comes up when trying to log into Connexion.

Applies to

• Connexion client

Resolution

This usually means that there is a network or server issue occurring at this moment. Network troubleshooting can help us identify if there is an issue with the connection. Run the following commands to test the network:

1. On your computer's task bar, click on the **Start** button.
2. Type into the search box **cmd**.
3. When the command prompt window comes up, type **ping connexion.oclc.org**
4. When the ping command finishes, type in **tracert connexion.oclc.org**
5. Copy the information from the window and email it to **support@oclc.org**
6. Call **OCLC Support** to address the issue immediately.

**Important!** Do not ONLY send an email with this kind of error. The troubleshooting needs to be done immediately to insure that the system comes back up quickly.

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