Symptom

• The Connexion Client record window appears as a thin box just underneath the menu and is not opened so you can see the MARC content in the record.

Applies to

• Connexion Client

Resolution

If your scrollbars are visible, make sure you have scrolled all the way to the top of the window and to the left. Once there, you may still need to click the Maximize button in the upper right corner of the window to expand it. If you still can’t see all of it, try to grab the right lower corner of the window and expand it by dragging out to the lower right. NOTE: this applies to when you can open Connexion but instead of seeing a record displayed, you see a sliver of a blue line, in the upper left but below the toolbar area.

If you are not able to follow the above advice and maximize the window manually, please do the following:

1. Right click on the windows task bar.

2. Select Cascade Windows.