Why can't I see the Search box generator in Service Configuration

Symptom

- Users are unable to see the Search Box Generator when they click on the tab in Service Configuration > WorldCat Discovery and WorldCat Local and get a message that says something like "To access enhanced settings, speak with your OCLC representative..." instead.

Applies to

- WorldCat Discovery

Resolution

You must have a WorldCat Discovery subscription in order to see the Search Box Generator. If you have a subscription, but still don't see the option, contact OCLC Support with your OCLC symbol and tell them you can't get to it.