500 Server Communication Failed error when adding note to title in knowledge base title record

Last updated: Thu, 15 Aug 2019 22:30:32 GMT

Symptom

• You get a 500 server Communication Failed error when adding a note to a KB record for a title.

Applies to

• WorldCat knowledge base

Resolution

There is a limit to the length of the note fields in knowledge base title records. Cut down the length of your text to 255 characters or less.