Server communication failed error when adding a note to title in a knowledge base title record

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Symptom

- When saving a note to a title in a knowledge base collection, an error occurs stating Server communication failed

Applies to

- WorldCat knowledge base

Resolution

Knowledge base title-level notes have a 255 character limit. If this limit is exceeded, saving the title record will result in a server communication failed error. Try shortening the note to 255 characters are less. If this does not fix the issue please contact OCLC Support with the following:

- A full page screenshot of the error including the URL at the top of the page
- Collection Name and/or Collection ID
- Name and/or OCLC number of the title being edited

Additional Information

Title-level settings in knowledge base collections

Page ID

23000