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

Last updated: Tue, 06 Apr 2021 19:51:49 GMT

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](https://help.oclc.org/Metadata_Services/WorldShare_Collection_Manager/Troubleshooting/Server_communication…) 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](https://help.oclc.org/Metadata_Services/WorldShare_Collection_Manager/Troubleshooting/Server_communication…) 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](https://help.oclc.org/Metadata_Services/WorldShare_Collection_Manager/Troubleshooting/Server_communication…)

Page ID

23000