Why am I getting "A call number field must be present and correctly formatted" error when printing labels?

Symptom

• "A call number field must be present and correctly formatted" error.

Applies to

• Connexion client 2.63

Resolution

This is a permission issue between the user and the Connexion Client:

1. As an admin, run the OCLC Connexion Client Auto-Fix
2. Try printing labels from Connexion
3. If you still are receiving this error, run the OCLC Permissions program
4. Contact OCLC Support stating that you've run the auto-fix and that has not worked. Include the error you are receiving, as well as a screenshot of the results from the Permissions program

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