We just created a new record for issues of a journal. When we try to edit the items a server error pops up.

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Symptom

- I get an error when I click "BACK PERIODICAL ISSUE" and not View/Edit. However, clicking the item with the call number, "PERIODICAL" does not produce the error.

Applies to

- WorldShare Record Manager
- WorldShare Circulation

Resolution

This "Server communication failed" error is occurring because the system is looking for holdings information, but no holdings information is included in the LHR. In other words, the number of holdings lists as 0.

Please go in and add holdings information to the LHR and test this again. This doesn't have to be for a specific piece with a barcode, but just a field that would add holdings information.