Server Communication failed error in Collection Manager

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Symptom

- You get the error *Server Communication Failed* that mentions /wms/cmnd/content/kbwc-msc-ui-webapp/cmnd/task/ when working in Collection Manager.

Applies to

- Collection Manager
- WorldCat knowledge base

Resolution

This error is known to occur when a user has the **Rows** drop-down set to a high number, but the data doesn't return before a page timeout occurs. Usually, you can stop the errors by setting the drop-down to a lower number. If the errors don't stop after switching to smaller result set, contact [OCLC Support](https://help.oclc.org/Metadata_Services/WorldShare_Collection_Manager/Troubleshooting/) with your library symbol and the steps you are taking just before the error occurs, including the knowledge base collection you are working in.

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