Server Communication failed error in Collection Manager

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 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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