We are unable to access WorldCat through our authentication. We get this message: "System Failure Page: Unable to successfully complete transaction."

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Symptom

- You are unable to successfully link to FirstSearch through authentication and instead are sent to an error page.

Applies to

- FirstSearch

Resolution

This is most often due to some outdated elements in the FirstSearch portion of your URL. Please check for the following and replace if applicable:

- If anywhere there is "http", replace with "https".
- If it says "newfirstsearch", replace with "firstsearch".
- If you see "done=referer", delete it.
- Replace any ampersands with semi-colons

Additional information

If you are using OpenAthens, also make sure the IP address is in the FirstSearch admin module

Page ID

30628