Why am I getting a Registration Error HTTP 500 when registering my DCG account?

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Symptom

• You get a 500 error when trying to register an account with the Digital collection gateway either through the Registration page or through the CONTENTdm WorldCat Sync registration button.

Applies to

• Digital Collection Gateway
• CONTENTdm

Resolution

If you are getting this through the Digital Collection Gateway registration page, please reach out to OCLC Support and provide either a screenshot of your registration form or your library’s OCLC Symbol, email address, and your WorldCat.org username.

If you are getting this failure when clicking on the CONTENTdm > Server > Harvesting > WorldCat Sync > Register button, please send us your CONTENTdm site number, your email address and your WorldCat.org username.

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