What information should I send when reporting a problem to Support?

Applies to

• WorldCat Discovery, WorldShare Acquisitions, WorldShare Admin, WorldShare Circulation, WorldShare Collection Evaluation, WorldShare Collection Manager, WorldShare Interlibrary Loan, WorldShare License Manager, WorldShare Record Manager, WorldShare Reports

Answer

When you report a problem to OCLC Support, please include as much of the information below as possible. This will help us understand and resolve your issue.

• What were you trying to do when you had the problem?
• Which module or product were you using? Is it just one module having problems, or is it everything?
• Can you send us a screenshot of the problem that includes your entire screen, including the URL, the clock, and any error message.
• What does the error message say (if there is one)? If the error message box has a 'Details' link, please click it, copy the details, and then email them to us.
• When did the problem start happening? When were you last able to work without seeing a problem?
• Who is having the problem? Is it all users, or only some?
• How widespread is the problem? Does the problem happen on all computers or only some? Can you still access other websites?
• What were the title, barcodes and OCLC numbers of any items you were working with when you had the problem (if relevant)?
• What were the patron names and barcodes you were working with when you had the problem (if relevant)?
• Have you made any changes to your computers, software or network recently? Have you changed browser versions, Java versions, user accounts, firewall rules, SSL certificates, LDAP settings, or anything else?

Additional information

Check the Troubleshooting pages of the specific product to see if there's other information you should include.