WC has returned the error message "An error occurred on the MetaAuthentication System"

Symptom

• WC has returned the error message "An error occurred on the MetaAuthentication System. Details: No Single Sign-On request could be found."

Applies to

• WorldCat Discovery

Resolution

This is quite a common problem relating to a previous cached Single Sign-On session. It can usually be solved by the user restarting their browser or restarting their machine.

It is also worth checking that the user is using the correct link and not a bookmarked link with extra parameters.