Unable to process request error

Symptom

• You get the error "Unable to process request. We're sorry. We are unable to process your request at this moment." When trying to log into WorldShare.

Applies to

• WorldShare Admin
• WorldShare Circulation
• WorldShare ILL

Resolution

This error comes up when there is a problem authenticating to log into WorldShare. It generally means that the URL being used to login is corrupt in some way. Some things that may help you resolve this include the following:

• Type in the WorldShare address rather than using a bookmark or email link
• Clear your WorldShare cookies in case the current ones are corrupt
• Make sure you do not have Service Configuration open in the same browser.

This can also indicate that there is a problem going on with your authentication setup. If the suggestions above don't work, contact OCLC Support with your library's OCLC symbol, the error message, the URL you are trying to log with, and whether multiple users/machines are being effected.