Still getting an Unhandled Exception error upon attempting to open Connexion 3.0 after install and reinstall

Last updated: Wed, 01 Dec 2021 18:00:40 GMT

Symptom

• You are unable to open Connexion client 3.0 after install due to an error that reads something like "Unhandled Exception: Exception Text: System.IO.FileNotFoundException: ...."

Applies to

• Connexion client 3.0

Resolution

This error means that the Connexion client was not able to uninstall the 2.63 version correctly. To correct this, do the following:

1. Uninstall versions 2.63 and 3.0 of Connexion
2. Delete the C:\Program Files\OCLC\Connexion and C:\Program Files (x86)\OCLC\Connexion folders.

Important! If you’ve created custom 2.63 macro scripts and want to keep them, make sure you copy out your C:\Program Files (x86)\OCLC\Connexion\Program\Macros folder to a network drive before deleting the Program Files (x86) Connexion folder.

3. Restart your computer.
4. Reinstall Connexion version 3.0

You should be able to bring up Connexion without error. If not, please contact OCLC Support with your library symbol, the steps you have taken and the error you are getting.

Additional information

The steps to install and uninstall Connexion are available.