I receive a system error page when clicking my Tipasa OpenURL in my OPAC, but the form opens correctly when I refresh

Symptom

• You receive a system error page when accessing your Tipasa OpenURL form from your library’s OPAC, but the form opens correctly after you refresh the browser page

Applies to

• Tipasa

Resolution

This could be an issue with the way your OpenURL is constructed, or with the method your OPAC is using to send the request.

1. Ensure your OpenURL is set correctly in the OCLC Service Configuration > OpenURL Resolvers > Manager Resolvers
2. Confirm that you are using this same base URL in your OPAC provider’s configuration
3. If your provider is using POST to make this request, and you have the ability to use GET instead, please test switching the method to GET

If none of these steps resolve the issue, please contact OCLC Support with your OCLC Symbol, an example OpenURL link from your OPAC, and detailed replication steps.

Additional information

Configure OpenURL

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