Server Communication Failed error after clicking Go Back when printing labels in Record Manager

Last updated: Fri, 02 Dec 2022 20:19:42 GMT

Symptom

- After editing a label in a Record Manager > My Labels > Label Print List, you click to “Go Back” and get a Server Communication failed error.

Applies to

- Record Manager

Resolution

If this only happens when editing a list with a specific label template, it is likely that the template is corrupted. You'll want to copy out the settings, create a new label template and then delete the original after confirming that the issue is fixed with the new template. If this happens with all the templates you have or the problem persists to a new label template, please contact OCLC Support with the error message you are getting, the name of the label template and what you have already tried.

Additional information

There is more on Record Manager label templates.

Page ID

46525