Connect with fellow CONTENTdm users in the OCLC Community Center. If you do not yet have an OCLC Services account for CONTENTdm Community Center access, please request one now. After you submit the web form, you will receive your new account within 4-5 business days.

• Get started

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Get started with CONTENTdm.

◦ CONTENTdm Overview
◦ CONTENTdm technical office hours
◦ Jumpstart my first collection
◦ Jumpstart my website
◦ Best practices for creating sharable metadata
◦ Collection building overview
◦ Google Analytics in CONTENTdm

• Project Client

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The Project Client is a Windows-based, digital collection builder where data and digital items can be prepared in large batches.

◦ Project Client overview
◦ Project settings
◦ Work with projects
◦ Add items and objects
◦ Enter metadata
◦ Edit items and metadata
◦ Manage archival files and high-resolution images
◦ Upload items to a collection

• CONTENTdm Administration

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Use CONTENTdm Administration to administer the server, the collection, and the items.

◦ Access CONTENTdm Administration
• **Website Configuration Tool**
  
  No image available

CONTENTdm provides you with the Website Configuration Tool for branding and tailoring the appearance and behavior of key elements of your CONTENTdm Website and collections.

  ◦ Website overview
  ◦ Access the Website Configuration Tool
  ◦ Appearance
  ◦ Search and browse
  ◦ Navigation
  ◦ Items
  ◦ Page Types
  ◦ Localization
  ◦ Analytics and SEO
  ◦ Custom

• **Advanced website customization**
  
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CONTENTdm offers you several upload dialogs to add your own HTML, CSS or JS files to modify the CONTENTdm website user interface and create your own advanced interface customizations.

  ◦ About advanced customizations
  ◦ Custom pages
  ◦ CSS customizations
  ◦ JavaScript customizations
  ◦ Customization cookbook
  ◦ API Reference

• **Compound objects**
  
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Compound objects are two or more files bound together with an XML structure.

  ◦ About compound objects
  ◦ Add a compound object
  ◦ Add multiple compound objects
• Upload compound objects
  • Web-based compound object creation
  • Edit compound objects

• Site management

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  Find information for configuring your CONTENTdm domain.
  • Change collection aliases retroactively
  • Configure CONTENTdm with SSL to support HTTPS
  • CONTENTdm Flex Loader
  • Custom CONTENTdm URLs
  • Link CONTENTdm data to bibliographic records in WorldCat
  • Move an OCR license to another installation
  • Upgrade to the responsive CONTENTdm website

• CONTENTdm Catcher

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  CONTENTdm Catcher is a Web service that supports batch requests to edit existing metadata fields, delete records, or add metadata-only records.
  • About CONTENTdm Catcher
  • Guide to the CONTENTdm Catcher

• CONTENTdm preservation archive

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  Get started with the CONTENTdm preservation archive.
  • Overview
  • Ingest
  • Reports
  • Dissemination

• CONTENTdm release notes and known issues

  No image available

  Find CONTENTdm release notes and known issues. Release notes are documents that contain information about new product features and enhancements as installed in scheduled releases.
  • 2019 CONTENTdm release notes
  • 2018 CONTENTdm release Notes
  • 2017 CONTENTdm release notes
Known issues

• CONTENTdm training

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Find training on CONTENTdm.

  ◦ Live classes
    ◦ CONTENTdm basic skills 1: Getting started with CONTENTdm
    ◦ CONTENTdm basic skills 2: Working with text in CONTENTdm
    ◦ CONTENTdm basic skills 3: Maintaining collections in CONTENTdm

• Troubleshooting

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Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

  ◦ An error occurred performing OCR. The likely cause of this error is that incompatible languages were specified for the OCR engine
  ◦ Approved items but they are not appearing on CONTENTdm website
  ◦ Attempted to read or write protected memory error
  ◦ A connection with the server could not be established activating OCR
  ◦ A semicolon between my field metadata is not separating the terms
  ◦ Browser message displays Bad Request
  ◦ Can I change default Project locations in the Project Client?
  ◦ Can I customise my CONTENTdm website to match the look and feel of our existing public website?
  ◦ Can I move items from one collection to another?
  ◦ Can Project Client change multiple thumbnails to a CONTENTdm collection?
  ◦ Collection is limited to 10,000 results
  ◦ Collection not listed when creating a new project
  ◦ CONTENTdm display does not allow you to browse over 10k items
  ◦ CONTENTdm Error 202 attempting to access object
  ◦ CONTENTdm password reset
  ◦ CONTENTdm Server Administration log off or out
  ◦ CONTENTdm Video Best Practices
  ◦ Create a collection that is public, but that does not show up on the homepage
  ◦ Do not see Generate Map when creating map
  ◦ Duplicate records appear when you page through collections
  ◦ Encountered error Could not find file desc in project folder
  ◦ Error, codepage not specified when approving
Error Index was outside the bounds of the array
- Error Attempting to open file FileList.cdmFileLog.SHARE.EXE was not loaded
- Error message Alpha channel is not support in TIFF files
- Error Object reference not set to an instance of an object
- Error opening Controlled Vocabulary file
- Facet terms in CONTENTdm cap at 100
- Field order did not change after index in Responsive site
- How do I customize my CONTENTdm URL?
- How do I get a new CONTENTdm log in username and password?
- How do I increase CONTENTdm server space?
- How do I sign out of the CONTENTdm Server Administration tool
- How do I receive preservation archive reports?
- How do I remove my CSS or script from Website Configuration Tool
- How do I surface our CONTENTdm collections in Google?
- How do I update monthly usage report recipients
- How do you refresh/renew your entire CONTENTdm site for a new year?
- IIIF 501 Not Implemented error in browser
- Orientation of thumbnails incorrect
- Index Failed because collection files are busy
- Index taking unusually long
- Index (zero based) must be greater than or equal to zero and less than the size of the argument list
- Is CONTENTdm Project Client compatible with Windows 10 or mac?
- Is there a limit for number of Project client installations?
- Items not displayed in approval queue
- I am unable to log in to the CONTENTdm Community Center
- I can't upload my custom PHP page
- How do I rename a collection in CONTENTdm?
- JPEG format not accepted in the Project Client
- Limited number of facet options in Website Configuration Tool (Responsive)
- Links or remnants to deleted content still appear in my collection
- Maximum number of projects allowed per collection exceeded
- Merge CONTENTdm collections
- Moving CONTENTdm Project Client to a new computer
- My AddThis buttons in responsive are not working
- My index keeps failing. I can't approve and index.
- My SSL is expiring and I need to renew

https://help.oclc.org/Metadata_Services/CONTENTdm
Printed: Wed, 06 Nov 2019 08:44:32 GMT
My welcome letter mentions that we get a free OCR unit. What is this?

- Nickname Tool: How do I edit field nicknames?
- Not enough memory
- PDF in version 6 shows as a link
- Project Client error "Wrong Operand type"
- Project Client NET framework error 0x800f081f
- Project Client Update Service Unavailable
- Received "Authentication Failed" in CONTENTdm version 6.x
- Run report for all collections instead of collection by collection
- Some characters do not come through correctly when importing records using the Project Client
- Spell Checking every word
- Tab Delimited file message error file does not exist
- Unable to add jpeg file
- Unable to approve items
- Unable to connect to CONTENTdm Server URL
- Unable to create project connecting using URL of website
- Unable to login into responsive website with your CDM\admin or user01 name
- Unable to open most recently used project. An error occurred parsing XML
- Unable to open most recently used project as elements are not closed
- Unable to open project directory Compound object directory does not exist
- Unable to parse collection information
- Users are able to download PDFs. How do I restrict this?
- View collection link shows old version
- What is my CONTENTdm serial key
- What should I do when I'm receiving OCR license activation error(s)?
- When will items removed from the repository be removed completely from the system and backups?
- Where to upload Controlled Vocabulary file to hosted environment
- Why can't I export my collection in .txt format?