

Basics: Get Support and Information

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Revision History

| Date | Section title | Description of changes |
|--------------|---|---|
| January 2008 | 2 Get support | Deleted reference to outdated CatME/Connexion comparison document |
| | 5 Find user information for troubleshooting | Revised section titles |

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1 Use client Help

Help file

The electronic Help file is automatically provided and updated when you install or update the Connexion client software. It is located at: **X:\Program Files\OCLC\Connexion\Program\clienthelp.chm**, where **X** is the letter of your hard drive.

Caution for using Help with Windows Vista:

The main Connexion client Help (a *.chm file) works the same way under Windows Vista as under Windows 2000 and XP. However, several older (legacy) Help files (*.hlp files) attached to client Help run on a Help engine no longer supported for Vista. You cannot view these *.hlp files under Vista without downloading a program from Microsoft.

Details:

- The affected parts of client Help that are contained in *.hlp files include:
 - Dialog Help topics for export settings windows
 - OML and Basics Help for macros
 - Macro Editor Help

Note: Client macro command-specific Help is not affected.
- If you do not use any of these types of Help topics, skip the remainder of this Caution.
- If you do use these Help topics and need to continue using them under Vista, you must download the discontinued **WinHlp32.exe** Help engine from the Microsoft Web site. Otherwise, when you try to open these Help topics, you get a Microsoft Help topic explaining that the Help format is incompatible with Vista, sometimes followed by an error message, "Failure to launch Help."
- **Before you download WinHlp32.exe:** Please read and consider the definitive information in: Windows Help program (WinHlp32.exe) is no longer included with Windows.
- Also, included in this article are the following known problems you may encounter when you run the **WinHlp32.exe** program to view client Help topics:
 - Macros used in a Help file (*.hlp) that **WinHlp32.exe** runs do not work.
 - You cannot access the Help file (*.hlp) using **WinHlp32.exe** if the Help file is located on a remote server.

Microsoft provides workarounds for these issues but warns about possible increased security risks in using them.

- If you download **WinHlp32.exe** from the Microsoft Web site and install it, please note:
 - You must be logged on as an administrator in Vista.
 - On the Microsoft download page, when you click **Continue** to begin the download, you must first respond to the request to validate your version of Vista.

—Two versions of the download program are available. Although there is no information on the page about which to select, if you select the wrong one for your version of Vista, Vista notifies you, and then you can download the correct one.


- After you install and then open a legacy Help topic in the client that runs on WinHlp32.exe, the topic may take several more seconds than expected to open, particularly for the Macro Editor Help topics and the Export setup Help topics.

Information in Help

OCLC Connexion client Help contains user instructions and other information to help you use the program, including:

- Step-by-step procedures for completing tasks
- Reference information, such as lists of indexes, examples of search types, etc.
- Context-sensitive topics that describe each client window and how to use it (open using **Help** button or <F1> in a window)
- Popup quick tips for using a window (open using a Help icon in an open window)
- MARC field help for any field you are working on (via links to Web-based MARC documentation)

Ways to open Help: summary

- Open the Help file:
On the Help menu, click Client Help, or click , or press <F1>.
- Get a Help topic on an open window:
With a client window open, click Help (button), or press <F1>.
- Open a short Help Tip in an open window:

Click  next to a specific feature (a list, a box, a button).

- Get a MARC field description:
With the cursor in a field in an open record, on the Help menu click **MARC Field Help**, or press <Shift><F1>, or right-click in a field, and on the shortcut menu click **MARC Field Help**.
- **Glossary**: Definitions for key terms for cataloging in Connexion client

See also [Tips for using the Help window](#) and [Keystroke shortcuts for Help](#).

How Help displays





Client Help displays in an HTML Help window. The window has two panes. The right pane displays topics. The left pane has a toolbar and the following tabs that give you various ways to access Help topics:

- **Contents**: Topics organized into a table of contents with links that open the topics
- **Index**: Keyword links to topics
- **Search**: Full-text search of all Help topics

- **Favorites:** Links to Help topics you select for quick access
- **Glossary:** Definitions for key terms for cataloging in Connexion client

Open and use the Help file

Tip: By default, the focus in Help is in the navigation pane. To quickly change focus to the topic pane, for example to scroll a topic, press <F6>.


| | Action |
|---|--|
| 1 | <p>On the Help menu, click Client Help, or click , or press <F1>.</p> |
| 2 | <p>Click the Contents tab, which organizes Help much like a book. To open a topic from the Contents list:</p> <p>Click the plus (+) sign in front of a book (), or click its title to open it ().</p> <p>Then click a topic ().</p> <p>Or</p> <p>Click the Index tab. To open a topic from an index entry: Double-click a keyword. A corresponding topic displays. Or If more than one topic corresponds, in the Found Topics window, double-click a topic name, or click to highlight the name, and then click Display.</p> <p>Or</p> <p>Click the Search tab, type a keyword, and click List Topics to do a full-text search for a term. To open a topic from a search results list:</p> <p>In the list of topics containing the term, double-click a topic.</p> <p>Note: When you open a topic from a search results list, by default, each occurrence of the search term in the topic is highlighted. To turn off highlighting, in the Help toolbar click Options, and then click Search Highlight Off.</p> |
| 3 | <p>Optional. Use the Favorites tab. Create a list of topics you refer to often:</p> <p>Navigate to a topic you want to bookmark. On the Favorites tab, click Add. To open a “favorite” topic: On the Favorites tab, double-click the topic name in the Favorites list, or click to select the name, and then click Display.</p> <p>To remove a topic from the list, select its title, and then click Remove</p> |
| 4 | <p>Optional. Use the Glossary tab to find definitions for Connexion terms:</p> <p>Click the Glossary tab and scroll the alphabetically sorted list of terms. Click a term in the list to see its definition.</p> |
| 5 | <p>To close Help, click X in the upper right corner, or press <Alt><F4>.</p> |

Basics: Get Support and Information

Get Help for client windows

| Action | |
|---|--|
| With a client window open, click Help , or press <F1>. | |
| The client Help opens to a topic that describes how to use each feature of the active window. | |


Get quick tips in client windows

| Action | |
|--------|---|
| 1 | In a client window, click  next to a specific feature (a list, a box, a button). A short popup tip opens. |
| 2 | To close the tip, click anywhere in the window (outside the popup), or press <F5>. |

Get a MARC field description

The client gives you direct access to specific field or fixed field element descriptions from the Web versions of Bibliographic Formats and Standards, the OCLC Authority User Guide, or the Library of Congress' MARC 21 Concise Format for Authority Data from any field where the cursor is located:

To open MARC Help for a field:

| Action | |
|--------|--|
| 1 | With a bibliographic or authority record open, click to place the cursor in a field. |
| 2 | <p>On the Help menu click MARC Field Help.</p> <p>Or</p> <p>Click </p> <p>Or</p> <p>Press <Shift><F1>.</p> <p>Or</p> <p>Right-click in a field, and on the shortcut menu click MARC Field Help.</p> <ul style="list-style-type: none"> For a field in a bibliographic record, the client opens your default browser to a description of the field in <i>Bibliographic Formats and Standards</i> on the OCLC Web site. <p>Note: For those who use multiple browsers, OCLC suggests setting MS Internet Explorer as the default browser for best viewing of field descriptions that open from <i>Bibliographic Formats and Standards</i>. To check or set the default browser, go to the Windows Start menu > Settings > Control Panel > Add/Remove Software > Set Program Access and Defaults (in the left navigation pane).</p> <ul style="list-style-type: none"> For fixed field elements in an authority record, the client opens a description in appendix C.3, Fixed Field Element Definitions, in the <i>OCLC Authority User Guide</i>. For variable fields in an authority record, the client opens your default browser to the description of the field in <i>MARC 21 Concise Format for Authority Data</i> on the Library of Congress Web site. |
| 3 | When finished, click X in the upper right corner of the browser window, or press <Alt><F4>. |

To open the description of a fixed field element when the fixed field is displayed at the top or bottom of a record, not as a variable field, in **View > OCLC Fixed Field**:

| Action |
|---|
| Click a blue underlined link in the fixed field of the displayed record. For example, click ELv1 in a record for a description of Encoding Level or click Dates for a description of Date 1 and Date 2. |

Tip: If Internet Explorer (IE) is your default browser and you already have an IE window open on the desktop when you use the client **MARC Field Help** command (or <Ctrl><F1>), the *Bibliographic Formats* MARC field description replaces the screen already open in the IE window. You can set an IE option to open the MARC field description (and any other Web link you click) in a separate IE window:

1. Open IE (v. 6.0), or close all IE windows except one.
2. On the Tools menu, click **Internet Options** and then click the **Advanced** tab.
3. Under **Browsing**, clear the option **Reuse Windows for launching shortcuts**.

4. Click **OK** to save changes.
5. Close and restart IE for the change to take effect.
Result: Clicking any link to a Web page, including clicking **MARC Field Help** in the client, always opens the new page in a new IE browser window instead of reusing a window that is already open.

Print information in Help

Hidden text in topics does not print unless you click links to expand

Caution: Many Client Help topics contain expandable hidden text that appears as a link followed by a colon. Unless you click each link to expand the text before you print a topic, the hidden text does not print.

Print a single topic

| | Action |
|---|--|
| 1 | In the Help Contents tab, display a topic or select it by title. Note: Click any links that expand hidden text if you want the hidden text to print. |
| 2 | On the Help toolbar, click Print . Or On the Help toolbar click Options , and on the menu, click Print . Or Press <Ctrl><P>. |
| 3 | In the Print Topics window, make sure Print the selected topic is selected, and then click OK . |
| 4 | In the Print window, click Print . |

Print all topics under a book heading ()

| | Action |
|---|---|
| 1 | In the Help Contents tab, select the book heading containing the topics you want to print, and on the Help toolbar click Print . Or On the toolbar click Options , and on the menu, click Print . Or Press <Ctrl><P>. |
| 2 | In the Print Topics window, select Print the selected heading and all subtopics , and then click OK . |
| 3 | In the Print window, click Print . Note: Expandable hidden text in the Help topics does not print. If you want any hidden text to print, you must print topics one at a time, clicking hidden text links to expand the text before printing. |


Print selected text

| | Action |
|---|---|
| 1 | In a Help topic, select the text you want to print. Note: Click any links that expand hidden text if you want the hidden text to print. |
| 2 | Right-click anywhere in the selection, and on the shortcut menu click Print . Or Press <Ctrl><P>. |
| 3 | In the Print window, click Print . (You do not need to select Print Range > Selection before printing.) |




Copy and paste information from Help

| | Action |
|---|--|
| 1 | In a Help topic, select the text you want to copy. Note: In the selection, click any links that expand hidden text if you want the hidden text to print. |
| 2 | Right-click anywhere in the selection, and on the shortcut menu click Copy . Or Press <Ctrl><C>. You can then paste the text in any text area or document using <Ctrl><V>. |

Tips for using the Help window

- By default, the focus in Help is in the navigation pane. To quickly change focus to the topic pane, for example to scroll a topic, press <F6>.
- To hide the navigation pane (on the left), in the Help toolbar, click **Hide**. To show it when hidden, click **Show**.
- To go back to the previous topic you viewed, click **Back**.
- To go forward to the last topic you viewed before you went back, click **Forward**.
- Use standard Windows buttons in the title bar to minimize , maximize

, or restore  the Help window.

- To reposition the Help window, place the cursor over the title bar at the top, click, hold and drag the Help window where you want it on the desktop.
- To change the size of the two panes in the Help window in relation to each other, move the cursor over the line that separates the navigation pane from the topic pane until it changes to an arrow . Then click, hold, and drag the arrow to reportion the panes.
- To change the size of the entire Help window (must be restored, not maximized), move the cursor over any corner of the window until it changes to an arrow  or . Then click, hold, and drag the arrow to make the window the size you want.

Note: When you have Help open and switch focus back to the client software window, Help remains open and automatically closes the left-hand navigation pane. When you switch focus back to Help, the navigation pane automatically displays again

Use hot links in Help topics

Hot links in client Help topics jump you to other relevant information in:

- Another Help topic or specific section of a Help topic
- A popup topic
- A Web page displayed in the Help window (does not open your default browser)
- Expanding text or drop-down text



Returning to your original topic or retracting expanding or drop-down text depends on the type of hot link:



| Type of hot link ... | To return to original topic ... |
|--|--|
| Opens another Help topic or a specific section of a Help topic (replaces the original topic) | Click Back on the Help navigation bar |
| Opens a Web page (replaces the original topic) | Click Back on the Help navigation bar |
| Opens a popup topic (separate from the original topic--does not replace it) | Click anywhere in the original topic (outside the popup) |
| Displays expanding text or drop-down text in the original topic (these links are always followed by a colon) | Click the link to show expanded or drop-down text. Click the link again to hide the text |

See “Use Help” in client Help for examples of how these various kinds of links work.

Keystroke shortcuts for Help

You can use the following keystrokes to open Help, or to navigate in Help when Help is the active window:

| Press these keys... | To do this ... |
|-------------------------------------|--|
| <F1> | Open Help |
| <Alt><F4> | Close Help |
| <F6> | Toggle between navigation pane (on the left) and topic pane (on the right) |
| <Up arrow> and <Down arrow> | Scroll |
| <Enter>, <Return>, or <Right arrow> | Open a book ( > ) |

| Press these keys... | To do this ... |
|--|---|
| <Enter>, <Return>, or <Left arrow> | Close a book ( > ) |
| <Tab> or <Shift><Tab> (to highlight link) | Move from one hot link to another in a topic |
| <Enter> or <Return> (on a highlighted link) | Open links |
| <Tab> or <Shift><Tab> to highlight; then <Enter> or <Return> | Show or hide expanding or drop-down text links |
| <Ctrl><Tab> | Move among tabs |
| <Alt><C> | Open the Contents tab |
| <Alt><N> | Open the Index tab |
| <Alt><S> | Open the Search tab |
| <Alt><I> | Open the Favorites tab |
| <Alt><G> | Open the Glossary tab |
| <F5> | Close a secondary screen |
| <Alt><Left arrow> | Go to the last screen opened |
| <Alt><Right arrow> | Reverse latest action |
| <Alt><O> | Open Options on Help toolbar |
| <Ctrl><P> | Print a topic |
| <Windows key><M> | Minimize all windows, including Help |

2 Get support

Connexion service hours

OCLC Connexion is available 24 hours, Monday through Sunday.

Note: OCLC occasionally conducts maintenance on the system, most usually on Sundays from 2 am to 6 am U.S. Eastern Time. OCLC usually provides advance notice about these maintenance periods via listserv messages and on the system alerts Web page (<http://www.oclc.org/support/systemalerts/default.asp> or access from within the client).

Check system alerts, known problems, or system news

To check the system alerts page for conditions affecting system performance or to check client known problems:

| Action |
|---|
| <p>On the Help menu, click Useful Web Links and then click:</p> <p>OCLC System Alerts (or press <Alt><H><U><L>). Or Client Known Problems (or press <Alt><H><U><K>).</p> |

To search OCLC system news for the latest information about a product or service:

| Action |
|---|
| <p>On the View menu, click News, or press <Ctrl><F5>. In the Search Online News window construct a search:</p> <ul style="list-style-type: none"> • Type a search term • Leave search criteria blank to retrieve all news items • Select a service category, such as Cataloging <p>For a detailed procedure, see "View OCLC system news."</p> |

E-mail your regional service provider or OCLC customer support staff

From within the client, open an e-mail support form to contact your OCLC regional service provider, OCLC customer support, or one or more other support sources you specify:

| | Action |
|---|---|
| 1 | On the Help menu, click Contact Support , or press <Alt><H><C>. |
| 2 | <p>In the Contact Support form window, select the type of message you want to send:</p> <ul style="list-style-type: none"> • Suggestion/Enhancement (default) • Problem/Question <p>Optional. If you select Problem/Question, check the Connexion client problems and troubleshooting Web page before sending your support request: Under Having problems? Have you checked, click Problems and Troubleshooting.</p> <p>Alternative: Open the client known problems Web page from Help > Useful Links > Client Known Problems.</p> |

| | Action |
|---|---|
| 3 | <p>Select a recipient for the message.</p> <ul style="list-style-type: none"> Regional Service Provider (default) Select your regional service provider's name from the list OCLC Support Message goes to <i>connexion-support@oclc.org</i> E-Mail Address Enter any e-mail address; to send the message to more than one recipient, separate the e-mail addresses with semicolons |
| 4 | <p>Required. Enter your information:</p> <ul style="list-style-type: none"> Name Telephone E-Mail Address <p>Notes:</p> <ul style="list-style-type: none"> The system automatically supplies your name and e-mail address if you already entered them in the Report Error window (Action > Report Error, which is available when you have a bibliographic or authority record open). Once you have entered your information, the client automatically supplies it the next time you open the window. |
| 5 | Required. In the text box, type your message. |
| 6 | <p>Select Yes or No to indicate whether you:</p> <ul style="list-style-type: none"> Give permission for support staff to contact you (default: Yes) Want a copy of the message (default: No) (if you select this option, the client sends a copy to your e-mail address) |
| 7 | When you are finished, click Send or click Cancel . |

Contact your OCLC regional service provider

Please see complete information on regional service providers at: <http://www.oclc.org/contacts/regional/>.

Telephone or fax OCLC customer support staff

Hours for OCLC technical support are 7:00 am to 9:00 pm U.S. Eastern Time, Monday through Friday. Telephone numbers are:

- USA 1-800-848-5800
- International: 1-614-793-8682
- Fax:

Please provide the following information:

- Service or program you are using
- Your OCLC symbol
- Your OCLC authorization number and password

Get information from the OCLC Web site

Use Help menu/Useful Links submenu commands to:

- Open the Connexion home page or Connexion client documentation page
- Open client known problems or tips, WorldCat statistics, or OCLC system alerts

- Download products and services
- Report errors in WorldCat or LC authority file records or report duplicates in WorldCat

| Action |
|--|
| On the Help menu, click Useful Links , or press <Alt><H><U>, and click a link on the submenu. |
| See "Link directly to OCLC Web services and information" for details. |

Open client documentation on the Web

Note: All information contained in client Help is also available in client "system guides" on the Web. The documents are in two formats, searchable HTML and printable PDF. The guides are organized roughly the same as shown in the client Help Contents tab.

Also on the client documentation Web pages only (not in Help), the following user support documents are available:

- Function Key Template
- Setup Worksheet for OCLC Connexion Client

To open client documentation on the Web:

| | Action |
|---|--|
| 1 | On the Help menu, click Useful Links > Client Documentation , or press <Alt><H><U><D>. Result: Your default Web browser opens to the client documentation Web page. |
| 2 | Click Authorities, Basics, Cataloging, or Getting started . Then click a title link to open the HTML version of a document, or click the pdf link for a title to open the PDF version. |

Open client tutorials from the Help menu

To open tutorials that take you step by step through many of the main client functions:

| | Action |
|---|--|
| 1 | On the Help menu, click Tutorial , or press <Alt><H><T>. Note: Check system requirements for using the client Web-based tutorials at the end of the tutorials Web page. |
| 2 | Select a tutorial you want to open, and click View this tutorial . |

3 Link directly to OCLC Web services and information

Open Web services directly from the client Help menu

To save time, open cataloging- or Connexion client-related services and information on the OCLC Web site directly from the client:

| |
|--|
| Action |
| On the Help menu, click Useful Web Links or press <Alt><H><U>, and then click one of the links listed in the table below. |
| Results: |
| <ul style="list-style-type: none"> • Web pages open in your default browser. • If the Web page requires logon, the client automatically logs you on. |

The following table describes the service or information available via each Useful Links submenu command:

| Link | Opens default browser to ... |
|-------------------------------------|---|
| OCLC Connexion | Connexion home page |
| Client Documentation | Connexion client documentation page <ul style="list-style-type: none"> • Links to categories of system guides containing comprehensive client documentation • Content of the guides is also published as online Help within the client (Help > Client Help) |
| Bibliographic Formats and Standards | <i>OCLC Bibliographic Formats and Standards</i> Opens the main page of <i>Bibliographic Formats</i> with links to chapters and field descriptions. Use this link to browse Bibliographic Formats. Use MARC field Help (Help menu) to open a specific description for a current field in a displayed record (see instructions in section 1 above). |
| Connexion Known Problems | Connexion client problems and troubleshooting page Lists current problems and workarounds, if any, and recently resolved problems |
| Connexion Tips | Featured Connexion tip page Includes a featured tip and a list of links to all Connexion tips |
| WorldCat Statistics | WorldCat facts and statistics page <ul style="list-style-type: none"> • Gives statistics such as number of records in WorldCat and number of participating libraries • Links to other statistics such as language distribution and number of records by encoding level |
| WorldCat Record Change Request | Request form Send a requested change to a WorldCat bibliographic record |

| Link | Opens default browser to ... |
|---------------------------------|---|
| WorldCat Record Merge Request | Request form Send a request to merge duplicate WorldCat records |
| Authority Record Change Request | Request form Send a requested change to an authority record in the LC names and subjects authority file |
| Product Services | Product Services Web site <ul style="list-style-type: none"> The client logs you on to Products and Services automatically using the default authorization and password you set up for interactive logon (Tools > Options > Authorizations). The Records and Reports page opens. |
| OCLC System Alerts | System alerts page <ul style="list-style-type: none"> Check for information about any known OCLC system problems if you have difficulties logging on or using the system If none are listed, contact support about your problem |
| Access and Authorization form | OCLC access and authorization form Use form to add, change, or delete authorizations for access to the OCLC system for the following services: <ul style="list-style-type: none"> Cataloging Interlibrary loan |

Open the Find in a Library (WorldCat.org) view of a record

Display a bibliographic record currently open in the client in the Find in a Library® service at WorldCat.org.

The Find in a Library record view gives locations of WorldCat libraries that hold the work described, along with links that take you directly to library OPACs. Or access cover art, information on alternative formats (large print, audiobooks, etc.), user reviews, and other evaluative content.

To display a Connexion client record in the Find in a Library view:

| |
|--|
| Action |
| Click Tools > Find in a Library or press <Alt><T><F>. |
| Result: Your default browser opens to the Find in a Library view of the record. |

Open a local holdings maintenance session

Open and maintain LHRs for bibliographic records displayed in the client (**Tools > Launch Local Holdings Maintenance**).

The client opens the Connexion browser, logs you on, and displays the local holdings record(s) (LHRs) or a list of LHRs attached to the bibliographic record currently open in the client.

Automatic logon uses the general default authorization and password you assigned in **Tools > Options > Authorizations** or the specific authorization you assigned to a local file in **File > Local File Manager / Authorization**.

See procedure in Basics, Set Up Communications and Log On, "Launch OCLC cataloging-related services from Connexion client."

Open a WebDewey-only session from the client

If you subscribe to WebDewey, you can open a WebDewey-only session directly from the client (**Tools > Launch WebDewey**).

The client automatically logs you on using the default authorization and password you set up for interactive logon (**Tools > Options > Authorizations**).

Your default authorization for interactive logon must be associated with a WebDewey subscription.

See procedure in Basics, Set Up Communications and Log On, "Launch OCLC cataloging-related services from Connexion client."

View your OCLC usage statistics

Open your default Web browser to the OCLC usage statistics page on the OCLC Web site using **Tools > OCLC Usage Statistics**.

- The client logs you on automatically using the default authorization and password you set up for interactive logon (**Tools > Options > Authorizations**).
- The Connexion tab opens with links to statistics on your library's use of Connexion.
- View by day or month and by interface (browser, client, or Z39.50).


For details, see Basics, Set Up Communications and Log On, "Launch OCLC cataloging-related services from Connexion client."

4 View OCLC system news

What information is in system news?

- General news and announcements for users of all OCLC services, including OCLC Cataloging services
- System updates, including information about enhancements to OCLC Connexion

Search system news

| | Action |
|---|--|
| 1 | <p>On the View menu, click News, or click , or press <Ctrl><F5>.</p> <p>If you are not logged on, the Logon OCLC Connexion window opens. You must log on to view system news (see Getting Started, “Set up communications and log on” for more information).</p> |
| 2 | <p>In the Search for box of the Search Online News window, type a search.</p> <p>Guidelines:</p> <ul style="list-style-type: none"> • Type a word or phrase. Spaces between words are treated as AND operators. You can also combine terms with OR and or exclude terms with NOT. • You can use truncation to expand a term to include variant endings. Or use truncation when you know only the first part of a term. Type the first characters of the term (include as many characters as you know); then type an asterisk (*). <p>Examples: search*, digi*, edit*</p> <ul style="list-style-type: none"> • Use character masking (wildcards) to expand a term to include variant spellings or when you are unsure of the correct spelling for part of a term. Type a question mark (?) or a number sign (#) in place of the character(s) you want to mask. <ul style="list-style-type: none"> — Use the question mark to retrieve variants of 0 or more characters. <p>Examples: col?r retrieves color or colour int?net retrieves internet or intranet</p> — Use the number sign to retrieve variants of exactly 1 character. <p>Example: wom#n retrieves both woman and women</p> <p>Or Leave all search criteria blank to view all system news items. Or Select from among your previous 10 searches in the Search for list</p> |
| 3 | <p>Select an index: Title or Message. Default: Title</p> |

| | Action |
|---|--|
| 4 | <p>Optional. Select one of the following service categories:</p> <ul style="list-style-type: none"> • Authorities • Cataloging • CatExpress • Digital Archive • Dublin Core • General • Pathfinders • System Updates • WebDewey <p>Default: blank</p> <p>Or</p> <p>Leave other search criteria blank and select a category only to retrieve all news items in that category.</p> |
| 5 | <p>Optional. To enter diacritics in a search term, click Enter Diacritics. See Cataloging: Edit Bibliographic Records, "Insert diacritics and special characters" for more information.</p> |
| 6 | <p>Optional. To keep the search, click the Retain Search check box. The client retains the search the next time you open the Search Online News window.</p> |
| 7 | <p>Click OK, or press <Enter> to do the search.</p> <p>Or</p> <p>Click Cancel to cancel the search and close the window.</p> <p>Or</p> <p>Click Clear Search to cancel the search and leave the window open.</p> |

Search indexes

| Index | Included Fields | Example | Use to ... |
|---------|--|------------------|---|
| Title | Words in the titles of news items | connexion | <ul style="list-style-type: none"> • Find a news item when you know the title or part of the title • Determine whether a term is part of the title of a current news item |
| Message | Words in the content of the news items | cutter* | <ul style="list-style-type: none"> • Find occurrences of term(s) for the topic you want in the content of a news item |

How search results display


| Number of Items Found | Display |
|------------------------|---|
| No news items | <ul style="list-style-type: none"> System message asking you to change or simplify your search and try again |
| One news item | <ul style="list-style-type: none"> Full news item |
| Up to 100 news items | <ul style="list-style-type: none"> System message showing the number of records found A list of all found items showing title and service category, sorted by start date |
| 101 or more news items | <ul style="list-style-type: none"> A message that tells you: <ul style="list-style-type: none"> The total number of records found That the displayed list contains the first 100 records How to view the next 100 (View > Next 100 Records) A list of titles for the first 100 records. The entire list is sorted by start date, even though you see only 100 entries at a time |

Search results list

The OCLC News List has three columns:

- Title
- Service category
- Start date (default sort order)

Resize columns

| Action |
|--|
| <p>Move the cursor over the right-hand border of the heading for the column you want to resize until the cursor becomes . Then click and hold while you drag the border to a new position.</p> <p>To restore column widths to the default, right-click anywhere in the list. On the popup menu, click Reset List Sizes.</p> <p>Result: In the confirmation message, click OK to confirm, or click Cancel to keep the column widths as they are. When you reopen a list of this type, the original column widths are restored.</p> |

Re-sort the list

| Action |
|---|
| Click a column heading to sort by category, date, or title. Or On the View menu, click Sort By > Category , or Date , or Title , or press <Alt><V><S><R>, .<Alt><V><S><E>, or <Alt><V><S><T>, respectively. |
| Default: Start date |
| Note: For lists of more than 100 records, sorting applies only to the 100 records currently displayed. If you display another set of 100 records, you must re-sort the list. |

View a list of more than 100 records

The client shows only 100 records at a time when results exceed that number. To display other sets of 100 in the list:

| Action |
|--|
| To view the next 100 records, on the View menu, click Next 100 Records , or press <Ctrl><Alt><Shift><X>, or press <Page down>. Or To view the previous 100 records, on the View menu, click Previous 100 Records , or press <Ctrl><Alt><Shift><U>, or press <Page up>. |
| Tip: Check the status bar to see where you are in the list of total records found. For any record selected on the list or opened for display, the status bar shows the record number of the total number of records found (for example 23 of 152). |

Print a list


| | Action |
|---|---|
| 1 | With an OCLC News List open, on the File menu, click Print List , or press <Shift><F12>. |
| 2 | In the Print window, click OK or press <Enter>. Note: If results exceed 100 records, the client prints only the set of currently displayed records. You must display other sets in the list to print them. |

For general information on using lists in Connexion client, see Basics, Use Client Interface, "Record lists."

Open a news item on a list

| Action |
|--|
| In an OCLC News List, double-click the entry, or select the entry and press <Enter>. The news item opens in the OCLC System News window. |

Print a news item

| Action |
|--|
| With a news item open, in the OCLC System News window, click Print, or click  , or press <Ctrl><P>. |

Hide or change the order of columns in a news list

To hide columns or change the order of columns in the News List:

| | Action |
|---|--|
| 1 | Right-click anywhere in a list, and on the pop-up menu, click List Settings . |
| 2 | <p>To hide a column: In the Column Settings window, select a column by its name and click Hide. Or Double-click a column to clear the check box next to its name.</p> <p>To display a hidden column: In the Column Settings window, select the column and click Show. Or Double-click to select the check box next to the column name.</p> <p>A check mark indicates that the column displays.</p> <p>Default: All columns are selected.</p> |
| 3 | <p>To change the order of columns:</p> <p>Select each column you want to move, one by one, and click Move Up or Move Down until it is in the position you want.</p> <p>See the default order of columns above.</p> <p>Or use the mouse to change order of columns. You do not have to use the Column Settings command in the right-click menu to change the order of columns. Instead:</p> <ol style="list-style-type: none"> 1. Place the cursor over the column heading of the column you want to move. 2. Hold down <Ctrl>, left-click and drag the column heading. Or Right-click, hold and drag the column heading. While you drag, the cursor becomes a rectangle. 3. Drop the rectangle on top of the border between two columns where you want to place the column you are dragging. |
| 4 | To restore the default order of columns and re-display all columns, in the Column Settings window, click Reset . |
| 5 | Click OK to make your changes and close the window. Or Click Cancel to close the window without making the changes. |

5 Find user information for troubleshooting

Types of information If you need to work with technical support staff, you may be asked for information about your version of Connexion client software, your workstation, the current or most recent online session, your client settings, and other factors that may affect how the client works.

Also, the client has built-in options for gathering information about system responses (**Tools > Options Access**). See the last section of this topic for details.

Client software version

To get information about the client (for example, the version number):

| | Action |
|---|--|
| 1 | <p>On the Help menu, click About OCLC Connexion Client, or press <Alt><H><A>.</p> <p>The About OCLC Connexion dialog has two tab pages. Click a tab to view its information:</p> <ul style="list-style-type: none"> • The General tab shows information about the workstation and your version of the client <ul style="list-style-type: none"> — OCLC Connexion client version number — Software copyright information — Executable: Location of the file that starts the client — O/S: Your operating system — System Path: Location of your operating system files — Settings Path: Location of the files containing your client settings — CRL Version: Version of Microsoft .NET Framework, a component automatically installed with the Connexion client, if not already on your machine. Required for running the client — CRL Path: Location of .NET Framework — Created: Date and time you installed the Connexion client — Memory: Amount of memory used by the client (bytes) — Install Drive: Amount of free space in the drive where you have the client installed (bytes) — CPU: Information about your processor — Resolution: Your monitor resolution setting as shown in Start/Settings/Control Panel/Display/Settings tab • The Loaded Modules tab gives basic information about program modules loaded with the client <ul style="list-style-type: none"> — Type: Type of file (for example, EXE, DLL) — Module: Full file name — Name: Name (description) of module — Version: Version number of module — Path: Full path and file name |
| 2 | <p>To print the information on both tabs, click Print.</p> <p>Or</p> <p>Click Print to File to print the information on both tabs to a text file which you can attach to an e-mail. The client prints to systeminfo.txt in the client program folder:</p> <p>X:\Program Files\OCLC\Connexion\Program\systeminfo.txt (where X is the letter of your hard drive)</p> |

Basics: Get Support and Information

Workstation

If you need additional information about your workstation:

| Action |
|--|
| On the Windows Start menu, click Settings > Control Panel > System . The tabs in the Windows System Properties dialog contain information about the properties of your operating system. |

Recent online session, cataloging profile, and designated default local files

| Action |
|--|
| On the View menu, click User Information , or press <Alt><V><U>. |
| In the User Information dialog, the current or most recent online session number is at the top. The dialog also includes other session information, such as the time and duration. |
| The client keeps the information from your most current session only. |

Quick access button to open client files and logs

Instead of using Windows Explorer to navigate through folders to access client files and logs, open with a single click from within the client:

| | Action |
|---|--|
| 1 | On the View menu, click User Information , or press <Alt><V><U>. |
| 2 | Click Paths and Logs . |
| 3 | <p>In the User Information: Paths and Logs window:</p> <ul style="list-style-type: none">• Under Installation Directory, click Go to open the client installation folder (contains Connex.exe file and other system files).• Under Application Data Directory, click Go to open the client application folder (contains your data files).• Under Current Profile Path, click Go to open your default user profile folder (contains your options and settings).• Click View Host Response Log to open your HostResponse.log file (a text file that opens in Notepad). The file can help OCLC support staff evaluate system responses.• Click View Local File Errors Log to open your LocalFileErrors.log file (a text file that opens in Notepad). The client creates this file only if a fatal local file error occurs. The file has information that can help troubleshoot the error. <p>For more details about client file locations and contents, see OCLC Getting Started with Connexion Client, "User files (back up or share) and system files."</p> |

Client settings

To view most client settings:

| |
|--|
| Action |
| On the Tools menu, click Options , or press <Alt><T><O>, and click any tab. |

For more information, see Basics, Set Options and Customize, "Set client options and customize."

System response tracking

The Access tab (**Tools > Options > Access**) contains check boxes for selecting or clearing options to collect response times and/or exact requests and responses during interactions with the OCLC system.

- **Enable statistics logging option.** Allows the client to log response times between your workstation and the OCLC system, if responses reach a certain (variable) length of time. **Default:** Check box selected.
- **Enable transaction logging option.** Allows the client to log exact requests and responses between your workstation and the OCLC system when you interact with the system. **Default:** Check box cleared.

Collecting this information can assist OCLC staff to evaluate system performance, if needed.

OCLC highly recommends keeping the default settings for these two options, unless advised otherwise by Connexion support staff for problem solving. Changing the settings may affect system response time.

Any statistics and/or transactions logged are stored in **X:\Documents and Settings\[user name]\Application Data\OCLC\Connex\HostResponse.log**.