OCLC Connexion crashes every time we export a record to our local system on any workstation

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Symptom

- Connexion client crashes after exporting records when using an OCLC Gateway export destination

Applies to

- Connexion client

Resolution

Connexion client may crash when taking action on records such as exporting if the Permanent Connection option is enabled. To disable this option, please follow these steps:

1. Log into Connexion client.
2. Click Tools > Options > Export.
3. Highlight your export destination and click Edit.
4. If Permanent Connection is selected, uncheck the box and click OK.

If this option is not checked or if this does not fix the issue, please contact OCLC Support.