When I print labels in Connexion client, it's only printing blank pages or garbled characters

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Symptom

- When I print a label in Connexion client, the printer either does nothing, skips a blank label, or prints squished (unreadable) letters in the upper left corner of the label.

Applies to

- Connexion client

Resolution

This issue is usually caused by the top or left label offset value being too high or the OCLC key in the registry does not have read-write permission. To fix this issue, first check the label offset by following these directions:

1. In Connexion client, click Tools > Options > Printing tab > Label Options button.
2. Check the top and left label offsets to make sure they do not exceed plus or minus .35 inches.
3. Edit offsets if needed and print a label.

If the label offsets are within range or updating the offsets does not fix the issue, then the OCLC registry key needs to be changed from read to read-write.

We’re going to use OCLCPermissions to update the OCLC key. OCLCPermissions was created to update permissions for the OCLC Cataloging Label program. Connexion client and the Label program share the same OCLC registry key so OCLCPermissions will set the key to read-write for both programs.

The following steps require admin privileges and may require your IT department's assistance.

1. **Close Connexion client.**
2. Download [OCLCPermissions](https://help.oclc.org/Metadata_Services/Connexion/Troubleshooting/When_I_print_labels_in_Connexion_it_is_onl…) to your desktop.
3. Right-click OCLCPermissions and run it as admin.
4. Look at the fifth entry in the list; MACHINE\Software\OCLC, it should say read. Ignore the other entries.
5. Click the Set Full Permissions button and verify it changes to read-write.
6. Click Close to exit OCLCPermissions.
7. Start Connexion client and print a label.

Additional information

In OCLCPermissions, if MACHINE\Software\OCLC shows Not Installed, the OCLC key is likely missing in the registry. We're going to have the client create it for us. To do this:

1. Shift-right-click the desktop client icon and choose Run as admin.
2. Click Tools > Options > Printing tab and choose any printer in the list; you may not see your usual printer.
3. Sign into WorldCat, pull up any record and print a label. This step creates the missing OCLC key.
4. Close the client.
5. Re-run OCLCPermissions per above steps and set the OCLC key to read-write.
6. Start the client normally and print a label.

I started the client as admin and printed a label and OCLCPermissions still shows Not Installed for the MACHINE\Software\OCLC key, now what?

We are going to have to manually set the OCLC registry key to read-write.

In order to find the OCLC key, we need to know if we're running 32-bit or 64-bit Windows. To do this:

1. Hold down the Windows key (to the left or right of the Alt key) and while holding it down, press the letter r; this brings up the Windows Run box.
2. Type msinfo32 and press Enter; this will open the System Information window. It may take a few moments for the window to open.
3. On the System Summary screen, look at System Type - This indicates whether you are running a 32-bit (x86) or 64-bit (x64) version of Windows.

Now that you know which system you're running, follow the 32-bit or 64-bit instructions below to set the key.

32-bit Windows 7, 8/8.1, or Windows 10
The following procedure requires administrator access. The HKey_Local_Machine OCLC registry key has read-only access and needs read-write access.

1. Hold down the Windows key (to the left or right of the Alt key) and while holding it down, press the letter r; this
brings up the Windows Run box.

2. Type regedit and click OK. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.

3. Scroll down and open HKEY_LOCAL_MACHINE.

4. Scroll down and open SOFTWARE.

5. Scroll down, right-click OCLC and choose Permissions.

6. In the ‘Group or user names’ list, highlight Users.

7. Under the ‘Permissions for Users’ list, click to select the ‘Allow Full Control’ check box and click OK.

8. Close regedit.

9. Start Connexion client and print a label. It should successfully print.

64-bit Windows 7, 8/8.1, or Windows 10

The following procedure requires administrator access. The HKey_Local_Machine OCLC registry key has read-only access and needs read-write access.

1. Hold down the Windows key (to the left or right of the Alt key) and while holding it down, press the letter r; this brings up the Windows Run box.

2. Type regedit and click OK. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.

3. Scroll down and open HKEY_LOCAL_MACHINE.

4. Scroll down and open SOFTWARE.

5. Scroll down and open Wow6432Node.

6. Scroll down, right-click OCLC and choose Permissions.

7. In the ‘Group or user names’ list, highlight Users.

8. Under the ‘Permissions for Users’ list, click to select the ‘Allow Full Control’ check box and click OK.


10. Start Connexion client and print a label. It should successfully print.

If labels are still not printing correctly, please contact OCLC Support for additional instructions. Please include the printer make and model, and the operating system you are running; including whether it is 32-bit or 64-bit.

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