Why am I getting the message "OCLC has detected a problem with your institutions authorization credentials" when trying to login to WorldShare Management Services?

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Symptom

• You receive the error message "OCLC has detected a problem with your institutions authorization credentials. Contact your institution representative for further assistance."

Applies to

• WorldShare Management Services sites using LDAP as their authentication method.

Resolution

The LDAP bind username or bind password has changed and needs to be updated on the OCLC Configuration. OCLC Support cannot see the current bind password configured as it is encrypted for security reasons.

1. Contact your institutions LDAP administrator and have them contact OCLC Support via phone. We prefer to receive these sensitive passwords via phone rather than email.

2. OCLC Support staff can update the bind username and/or the bind password.