How do I prevent the WSKey for my offline circulation client from expiring?

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Applies to

- WorldShare Circulation
- Offline client

Answer

WSKeys expire after 3 months without use, which can mean the Offline Client is unable to synchronize transactions if it hasn't been used for awhile.

To avoid this, we recommend the following preventative maintenance:

1. Add a two-monthly or two-and-a-half monthly reminder to your calendar to "refresh" your WSKey.
2. When it's time to refresh your WSkey:
   a. Open the Offline Client.
   b. Put through a transaction, such as checking in an item.
   c. Click Upload.

If your WSKey has expired, you can contact OCLC Support with the WSKey number to get it renewed. This may take a day or so, though.

Additional information

- Offline Client
- How do I find my WSKey?
- How can I renew my WSKeys?
- Page ID

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