We are getting a 500 error when trying to harvest our records

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Applies to

- Digital Collection Gateway

Answer

This usually means that Digital Collection Gateway can't access your OAI-PMH server. Have you changed OAI-PHP base URLs? If you have, please contact OCLC Support and let them know of the change. Records that you've already uploaded to WorldCat will need to be deleted and re-added with the new base URL. Support will need your OCLC number, a username to access your Digital Collection Gateway account and the collection that is failing to harvest. If you know the old OAI-PHP base URL, please provide that as well.

It could also mean that your OAI-PMH server is just down at the moment or inaccessible for some reason. If so, contact the server administrator to resolve.

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