Gateway export to Koha ILS causes Connexion client crash

Symptom

• When Gateway export a record to Koha ILS, Connexion client crashes and has to be restarted.

Applies to

• Connexion client

Resolution

There is something about the Koha host name that is causing the client crash. To resolve the issue, we need to create a new Gateway export destination. Once the existing export destination is damaged, it can't be reused.

Instead of the host name, we need to use the IP of the Koha server. A ping of the server shows this: 'KOHA-NAME.bywatersolutions.com [PING.IP.GOES.HERE]'.

Please do the following:

1. Delete the existing Gateway export destination (it's damaged and won't work, even with an IP).
2. Create a new Gateway export destination. In the host name box enter PING.IP.GOES.HERE (obtained from pinging the server).
3. Enter all other information the same as before; port, login name and password.

OK out of the dialogs and try exporting a record. It should be successful.

Additional information

How do I ping the Koha server?

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 cmd and press Enter (This opens a command line window).
3. At the flashing cursor, type ping Koha server; (e.g., ping KOHA-NAME.bywatersolutions.com).
4. Use the IP it returns in [PING.IP.GOES.HERE]. For example, [120.120.120.120].