Why is Digby stuck at a circular loading screen?

Symptom

• When opening Digby on a Android OS 7.x the screen stops at the window with dots going in a circle and never gets to the main Digby screen.

Applies to

• Digby 1.9.1
• WMS Circulation

Resolution

Make sure that Chrome is enabled on the device. If your Android 7.1.x operating system is not up-to-date, update it to the latest version. If problems persist, contact OCLC Support.