How do I fix Discovery hanging when trying to display availability or title pages?

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Symptom

- Search results take a long time to load or never load at all. If you do get results, you click on a title link and it never loads or the title information comes through, but links and availability do not.

Applies to

- Worldcat Discovery

Resolution

This can mean many things, but can mean that there is a network or server issue occurring at this moment. Network troubleshooting can help us identify if there is an issue with the connection. Run the following commands to test the network:

1. On your computer’s task bar, click on the **Start** button.
2. Type into the search box **cmd**.
3. When the command prompt window comes up, type **ping worldcat.org**
4. When the ping command finishes, type in **tracert worldcat.org**
5. Copy the information from the window and email it to **support@oclc.org**
6. Call OCLC Support to address the issue immediately.

**Important!** Do not send an email with this kind of error. The troubleshooting needs to be done immediately to insure that the system comes back up quickly.