

Reporting Connexion Response Time and System Performance Problems

Please provide the following information when reporting Connexion response time and performance problems. Please either email these to OCLC Customer Support Department (Connexion-Support@oclc.org) or use the Connexion “contact support” feature, which will automatically provide support personnel with your configuration information.

1. What is the Session id? (For the browser from General, Admin Options, User Information; for the client from View/User Information. If you use the “contact support” feature to report this information, this is supplied automatically.)
2. What is the response time problem? Does it respond fine and then slow down for a period of time? Or something different?
3. Please describe what specific activity you were doing at the time.
4. When did this happen?
5. How long did this delay last? And generally, how long do they last?
6. How many different periods of delays are there (slow, gets better, slow, etc)?
7. Are multiple machines at your library having problems at the same time?

For client only:

8. Are you using macros for your cataloging?
9. Do you use keystroke shortcuts to send commands such as Validate, Update Holdings, Export, Replace, etc.? Or do you use the menus or toolbar?
10. Please check to see if you have this file: \program files\oclc\connexion\program\HostResponse.log
If you do have this file, please send it to us and then delete it from the workstation. The software will regenerate it if needed. Not everyone will have this file.
11. Please include your systeminfo.txt file. This is generated by going to Help, About OCLC Connexion Client, selecting Print to File. A message will display with the location of the file. The default location is \Program Files\OCLC\Connexion\Program\systeminfo.txt

