

Wierzbowski, Kenneth

Subject: RE: printing labels with new version of Connexion

From: Joyce Gabriele [<mailto:gabriej@sunysuffolk.edu>]
Sent: Tuesday, February 18, 2014 8:51 AM
To: Wierzbowski, Kenneth
Subject: RE: printing labels with new version of Connexion

Hi Kenneth,

Believe it or not, we FINALLY got IT to come to us and implement your fix.
As you can see, we're not very high on their priority list, but at least we're on it. 😊
I just wanted to thank you for your help. I never would have figured this out on my own.
Thank goodness for our fellow librarians!
Regards,

Joyce Gabriele
Professor, Library Technical Services
Suffolk County Community College Library

From: Wierzbowski, Kenneth [<mailto:kwierzbo@brockport.edu>]
Sent: Thursday, January 30, 2014 11:53 AM
To: Joyce Gabriele
Subject: RE: printing labels with new version of Connexion

Hi Joyce,

I've been battling this beast at Brockport for quite a while! Just yesterday, I discovered a fix. The problem is definitely between OCLC and Windows 7. I found that if I tried to run Connexion in Windows XP compatability mode, I'd get mixed results. Sometimes labels would print, sometimes they wouldn't.

The fix is to do the following:

1. Close Connexion
2. Open the Computer icon on the desktop.
3. Click Organize then navigate to Folder and Search Options. From here, click on the View tab.
4. Make sure that Show hidden files, folders and drives is selected under Hidden files and folders. Then Apply and click OK.
5. Next, navigate to C:\ → Users → Public → Public Desktop.
6. In this folder, right click on the Connexion icon and then click Properties.
7. Under the Compatability tab, click on Change settings for all users. Depending on the IT security at your campus, you may need someone with special privileges to make these changes.
8. Next, check the box under Compatability mode to Run this program in compatability mode for: ... we chose Windows XP (Service Pack 3)

9. Click Apply then OK.
10. Reopen Connexion and try to print a label. See if it works!

If it doesn't work or if you have more questions, feel free to call me. It took me months to figure it out! Good luck!

Kenneth R. Wierzbowski
Systems and Assessment Librarian
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From: OCLC-Cataloging [<mailto:OCLC-CAT@OCLC.ORG>] **On Behalf Of** Joyce Gabriele
Sent: Thursday, January 30, 2014 11:17 AM
To: OCLC-CAT@OCLC.ORG
Subject: [OCLC-CAT] printing labels with new version of Connexion

The entire staff of our Technical Services Department just received all new computers with Windows 7 and also updated them to Connexion 2.50.5063.31200.

Everything seemed to be working properly until we tried to print labels.

The print icon displays the label correctly, but the printer either prints the label report or a miniscule set of unreadable dots where the label should be.

We can print everything else from Connexion (i.e., the local list titles, etc.)

Please help!!

Joyce Gabriele, Professor

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