If a macro is not working or Connexion client freezes when using a macro

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Symptom

• If a MACRO is not working or Connexion Client Freezes when using a MACRO.

Resolution

Solution 1 - Please follow these steps:

1. Turn Off Connexion if it is running.
2. Depending on what version of Windows you are running you will need to access your C: local drive.
3. Follow this path to where the MACRO Books are stored C:\Program Files (x86)\OCLC\Connexion\Program.
4. Find the folder called MACROS right click on it and rename it to MACROSOLD.
5. Now start the Connexion Client back up and Connexion should repair itself and replace the MACROS folder.
6. Try running the MACRO again

Solution 2 - Please follow these steps:

1. Turn Off Connexion if it is running.
2. Depending on what version of Windows you are running you will need to access your C: local drive.
3. Follow this path to where the MACRO Books are stored C:\Program Files (x86)\OCLC\Connexion\Program.
4. Copy the folder called MACROS
5. Type Windows Key + R.
6. Enter %appdata%\OCLC\Connex into the field and click OK. This will take you to the Connex folder.
7. Paste the folder call MACROS into the Connex folder
8. Try running the MACRO again

Additional information

If this does not help then please contact OCLC Support.