Why are Collection Manager and Record Manager not loading properly in Safari?

Symptom

• In Safari, Collection Manager and Record Manager are not loading all information and the formatting is squashed to the side.

Applies to

• Collection Manager
• Record Manager

Resolution

Make sure that this is not happening in other browsers or on other computers.

Follow the following steps to resolve this issue if it is confined to Safari:

1. Clear the cache and cookies in the browser.
2. Turn off all extensions in the browser.
   ◦ If this resolves the issue you can turn the extensions on one by one to identify the extension at fault

If this does not resolve the issue or the issue is occurring in multiple browsers and on multiple computers, contact OCLC Support with troubleshooting details and screenshots.