
MD Editor, External Resources: Z39.50 gate error

- **Product:** Alma
 - **Product Version:** Feb 2018 Release
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Description

If a DVD is open in the Metadata Editor and an External Resources search is done, we get "An error has occurred, please try again later and contact the system administrator. (Z39.50 gate error: Connection rejected by the Z39.50 database server.)"

The same search works fine if we just click and use the general "Search External Resources" (not in MD Editor).

Resolution

The reason the search is failing in the MD Editor is that the Z39.50 integration profile does not have the user name and password.

Here is the documentation on configuring the Z39.50 search:

https://knowledge.exlibrisgroup.com/...0Z39.50_Search

Additional Information

Follow-up 1: We never use the password for Z39.50. We encounter this problem only when we catalog this specific DVD ("Snatch"); it works properly for other DVDs.

Answer: This is a link with information on Z39.50: <http://www.loc.gov/z3950/gateway.html#about> .

Follow-up 2: We use account name as admin to test. So far we have found only one title "Snatch" that has this problem. When a librarian catalogs the title, then clicks Tools-Search External Resources, under "Search Cataloging Profile", it should be "WorldCat", but it shows "WorldCat(consortia profile)".

Answer:

The external search for 'Snatch' is showing WorldCat (consortia profile). Where the external resource is saved determines which external search resources are available to the user.

When Placement of new records and templates is set to the Network Zone, the list of available external search resources reflects those that are enabled at the network level.

When Placement of new records and templates is set to the Institution Zone, the list of available external search resources reflects those that are enabled at the institution level.

The above information is found in this document:

https://knowledge.exlibrisgroup.com/...a_Network_Zone

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