Links or remnants to deleted content still appear in my collection

Symptom

- Deleted compound objects still appear in the collection as a blank entry

Applies to

- CONTENTdm

Resolution

Contact OCLC Support with the server address, the name of the collection, and a link to an example item. In your email ask for the collection to be re-indexed.

Additional information

In each case, the problem is that the collection data and the version of the metadata in the search index become out of sync. We have been able to correct some of these cases with code changes over the past couple years but have found other causes to be complicated to resolve without a major effort to replace the search engine used by CONTENTdm and other OCLC services. In the interim, we are able to run cleanup processes manually (by request) that will eliminate these ghost records.

Maintaining collections in CONTENTdm

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