Why am I receiving an "Unknown Barcode" error when searching for an existing or newly added barcoded item?

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Symptom

• "Unknown Barcode" error results when searching for existing or newly added item

Applies to

• WorldShare Circulation
• WorldShare Acquisitions
• WorldShare Record Manager

Resolution

If a newly added WorldShare item is not appearing in search results, results in an unknown barcode error, or if an existing item that was searchable no longer is, please contact OCLC Support with the following information:

1. Product error appears in (Record Manager, Circulation, or Acquisitions)
2. OCLC number of the item(s)
3. LHR number of the item(s)
4. Affected barcodes
5. Time when you first received the error

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