



# Troubleshooting E-Resource Access

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# About the Presenters

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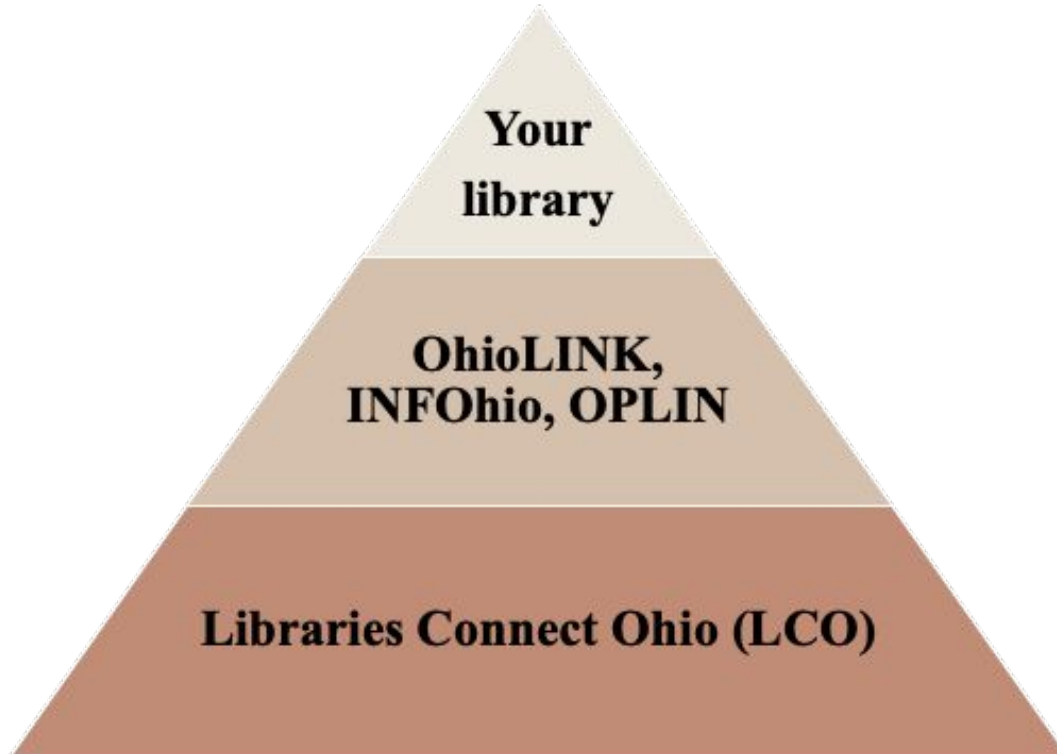
Miami University Libraries

# Objectives



- Gain an overview of the variety of content available statewide.
- Learn what details to gather in order to resolve an access problem.
- Review the basics of troubleshooting e-resources.
- Explore specific troubleshooting scenarios.
- Discuss how to communicate access problems to vendors, supervisors, colleagues, and patrons.

# Statewide Content Overview



# Currently Offered Statewide Content



- Ancestry.com, HeritageQuest (OPLIN, public libraries only)
- BookFlix (INFOhio)
- ProQuest Dissertations & Theses (OhioLINK)
- Literary Reference Center, Chilton Library, Very Short Introductions (LCO)

# Gathering Information to Solve Problems



- Content: know (or look up) your access rights
- Authentication: know your authorized users, authentication methods, and technologies
- Systems: know which systems your library uses



## User Details

Authorized user?  
On or off site?  
How connected?

### Your Info

Email \*

bazelejw@miamioh.edu

Name \*

Jennifer Bazeley

How are you affiliated with Miami? \*

Alumnus or Alumna

Campus

Oxford

How were you connected to the internet when the problem occurred? \*

Select One

What type of device were you using when the problem occurred? \*

Select One

Where was the problem e-resource or link found? \*

Select One

If possible, please paste the problem link here.

Are you on or off campus? \*



# E-Resource Details

Name of resource

Problem link

Where did you link *from*?

Error specifics



## Your Contact Info

Your Email \*

bazelejw@miamioh.edu

Your Name \*

Jennifer Bazeley

Patron email if different than above.

Please answer the following so we may better assist you:

How were you connected to the internet when the problem occurred? \*

Wireless (wi-fi)

What type of device were you using when the problem occurred? \*

Desktop computer

Where was the problem e-resource or link found? \*

Articles & More

If possible, please paste the problem link here.

<https://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,url,uid,cpid&custid=s9002934&db=nlebk&AN=1075298&sit>

Are you on or off campus? \*

off campus

Provide additional details

Please describe the problem you experienced in the box below.

Details

I cannot access this e-book





# User Error



## Sign in

**Username/Email**

libjennifer@hotmail.com

**Password**

**Show**

.....

[Forgot your password?](#)


Sign in

Don't have an account? [Create one now](#)

# Resource-Wide Error

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ERROR for site owner:  
Invalid domain for site key



reCAPTCHA  
Privacy - Terms

Submit

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## About this page

Our systems have detected unusual traffic from your computer network. This page checks to see if it's really you sending the requests, and not a robot. [Why did this happen?](#)

IP address: 134.53.225.202

Time: 2018-09-10T18:07:06Z

URL: [https://scholar-google-com.proxy.lib.miamioh.edu/scholar?](https://scholar-google-com.proxy.lib.miamioh.edu/scholar?output=instlink&q=info:dUIKXxLAXIAJ:scholar.google.com/&hl=en&as_sdt=0,36&scillfp=2821466533118355197&oi=Ile)

[output=instlink&q=info:dUIKXxLAXIAJ:scholar.google.com/&hl=en&as\\_sdt=0,36&scillfp=2821466533118355197&oi=Ile](https://scholar-google-com.proxy.lib.miamioh.edu/scholar?output=instlink&q=info:dUIKXxLAXIAJ:scholar.google.com/&hl=en&as_sdt=0,36&scillfp=2821466533118355197&oi=Ile)

# Troubleshooting Basics

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- Start by assuming user error and work your way out
- Then, blame the computer
- Do some homework
- If you need to ask, know who to ask
- Provide relevant information with request
- Follow up as needed



# Common Troubleshooting Scenarios

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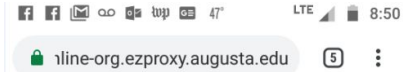
- Off-site authentication/access problems
- Failed links/failed openURL resolution
- Inaccurate catalog/knowledgebase data
- Subscription/payment problem & revoked access
- Vendor blocks
- Vendor system problem
- Broader network problem

An unexpected error has occurred. Please try your search again.



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# Troubleshooting Scenarios - Off-Site Access



## Forgot your Username?

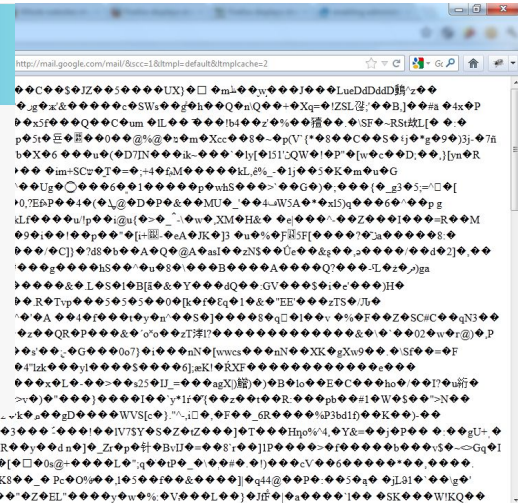
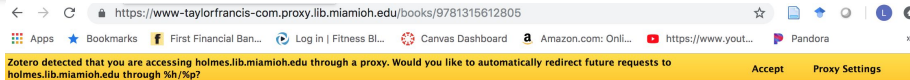
Enter your email address below and we will send you your username

### Email

write your email

If the address matches an existing account you will receive an email with instructions to retrieve your username

[Close](#)



# Troubleshooting Scenarios - Off-Site Authentication



## **Temporary Account Suspension (15 minutes)**

Your computer has sent too many off-campus requests to the server and your access to library resources has been temporarily suspended.

### **I need to access these resources. What can I do?**

You may still access resources from any on-campus location or wait for the off-campus suspension to expire (15 minutes).

If you are still unable to access the resource after 15 minutes, please complete the Libraries' [feedback form](#) and someone from the Libraries will contact you.

We apologize for the inconvenience.

[Return to the Miami University Libraries website.](#)

# Troubleshooting Scenarios - Inaccurate Knowledgebase Data

## 1. **Canadian Journal of Fisheries** and Aquatic Sciences = **Journal** canadien des sciences halieutiques et aquatiques

ISSN: 0706-652X, 1205-7533. Fish.



### Full Text Access

- Academic Search Complete 01/01/2001 - present (Full Text Delay: 1 year)
- Academic Search Premier 01/01/2001 - present (Full Text Delay: 1 year)
- Biological & Agricultural Index Plus (H.W. Wilson) 09/01/2002 - present (Full Text Delay: 1 year)
- Canadian Science Publishing 01/01/1980 - present**
- Environment Complete 01/01/2001 - present (Full Text Delay: 1 year)
- Food Science Source 01/01/2001 - present (Full Text Delay: 1 year)

# Troubleshooting Scenarios - Subscription Problem?

Web of Science™

InCites™

Journal Citation Reports®

Essential Science Indicators™

EndNote®

Help

English

InCites™ Journal Citation Reports®



THOMSON REUTERS™

## No Subscription Found

You do not have a subscription to the InCites product you are trying to access.

If you think that you have reached this page in error, please contact [Technical Support](#).

Please visit our [web site](#) for more information on InCites.



# Troubleshooting Scenarios - Vendor Block



Dear Administrator,

An IP address [REDACTED] associated with your organization, MIAMI UNIV, has been temporarily blocked from accessing content on the [REDACTED] website due to an excessive download violation. The unauthorized activity that resulted in this IP block occurred Monday, May 7, 2018 1:19:06 AM UTC. Access from this IP address will be automatically restored within a few hours.

We ask that you please research this issue to identify the root cause of the excessive downloads. Should you find abusive or unauthorized usage, please notify us immediately.

If you wish to have this IP permanently blocked while you explore the matter, please email us directly at [REDACTED]. If this IP is blocked again within a 24-hour period, it will be permanently blocked until the situation is satisfactorily resolved.

Please note that this cautionary measure may block access for some valid users from your institution if they use the same IP address, or the blocked IP is a proxy IP address.

Thank you for your patience and cooperation as we work through this issue.

# Troubleshooting Scenarios - Broader Network Problems

## Web Page Blocked

Access to the web page you were trying to visit has been blocked in accordance with Miami University policy. Please contact the Miami University IT Help Desk at 513-529-7900 if you believe this is in error. Web page blocked at the Internet Connection.

**Wiley Online Library**

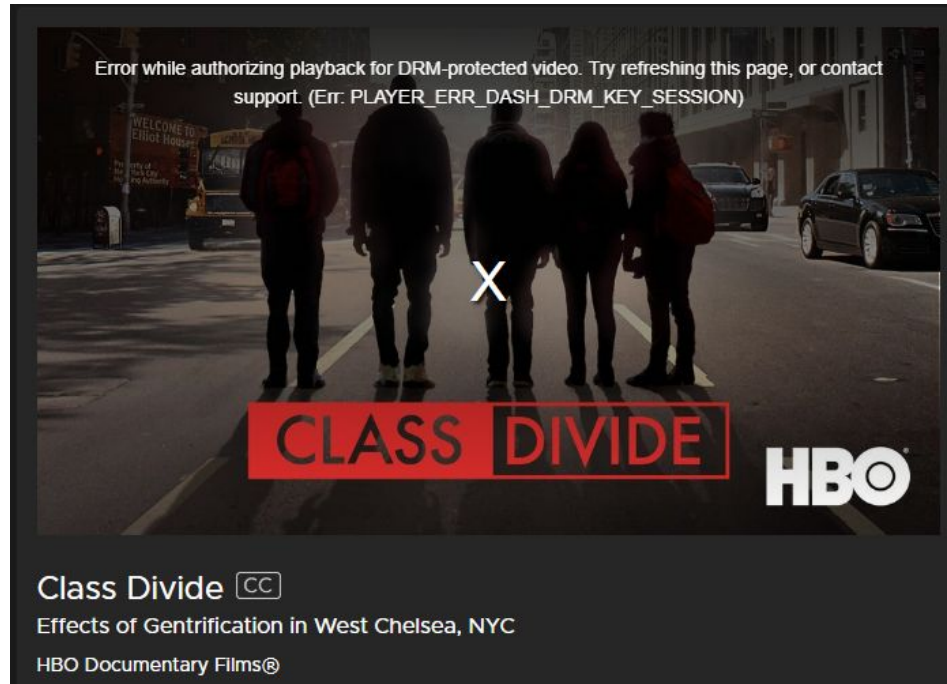
Access by Miami University of Ohio - Middletown

Search



[Login / Register](#)

# Troubleshooting Scenarios - Vendor / Network Problem



# Troubleshooting Scenarios - On-Site Only



## Ancestry.com

### Discover Your Unique Personal History

Your ancestors left clues along the way. Now, you can trace them online. Billions of records in census data, vital records, directories, photos and more are at your fingertips.

- Meet the family firsthand with millions of unique primary sources and images.
- Build your family tree.
- Record your history and find others on the same path.
- Get the most out of historical records.

Go to Website



*Note: This resource is only accessible while in the library.*

# Communicating with Vendors



- Different vendors are responsive via different formats
- How urgent is your problem?
- **#1 most effective method of resolution is calling your specific rep**
- Be available or designate someone who can

# Communicating with Vendors

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- Know who your rep is, and start there
- Support e-mail addresses
  - [support@ebSCO.com](mailto:support@ebSCO.com)
  - [oxfordonline@oup.com](mailto:oxfordonline@oup.com)
  - [gale.customerservice@cengage.com](mailto:gale.customerservice@cengage.com) or [gale.technicalsupport@cengage.com](mailto:gale.technicalsupport@cengage.com)
- Create a similar list of best contacts for all vendors
- Do the same for your account rep, along with other details
- Group e-mail address

# Communicating with Vendors

ProQuest  
Support Center

All Products

Home Support for  My Cases

Home / Submit a Support Case

## Submit a Support Case

If you're stuck, we're here to help. If you are unable to find any articles searching our [support center](#) or our [online chat](#) is unavailable, fill out the form with as much detail as possible and our support team will get back to you and help resolve your issue.

**Platform \***

eLibrary

**Product \***

elibrary

**Category \***

Authentication

**First Name \***

Carrie

# Proactively Communicating with Vendors



- IP Range Changes
- Branch additions / location changes
- Internal contact changes
- Up to date documentation with subscription information
- Practicing good professional etiquette when communicating



# Proactively Communicating with Vendors


ProQuest

For Libraries For Researchers Products & Services For Cus

ProQuest > Company > Support Center

## Support Center


A login is required to access the customer portals.  
Currently, only designated contacts at organizations can access to search, view, create and submit cases for their organization.

 **Connect with ProQuest Support**

Visit the ProQuest Support Center to find open cases and information about the ProQuest platform, ProQuest Databases, ProQuest Dialog, ProQuest Books.

[Login to Portal](#)

[Search Knowledge Articles](#)

 **Connect with Ex Libris Support**

Visit the Ex Libris Support Center to find open cases and information about 360 Services, Intota, KnowledgeWorks, Summon, Ulrich's, Alma, and Primo.

[Login to Portal](#)

[Search Knowledge Articles](#)

# Communicating with Patrons & Colleagues

- Emails & listservs (internal)
- Organization website
- LibGuides / LibAnswers

[Books & More](#)

[Articles & More](#)

[Google Scholar](#)

[OhioLINK](#)

[E-Journal Titles](#)

[Website](#)

Search Google Scholar

**Off-campus users:** Some researchers are encountering Google Scholar errors. [Read this FAQ for a solution.](#)

**More Options:** [Research by Subject](#) | [Databases A-Z](#)

<a href="#">Home</a>	<a href="#">Who's Who</a>	<a href="#">News &amp; Updates</a>	<a href="#">Report Problems</a>	<a href="#">Request a List</a>	<a href="#">A</a>
<a href="#">Off-Campus Access</a>	<a href="#">Link Resolver</a>	<a href="#">EBSCO Discovery Service</a>	<a href="#">Archived Center</a>		

## E-Resource Updates

- [Scheduled Maintenance on Taylor & Francis Online – Tuesday 4th December 05:00 -21:00 GMT](#) [🔗](#) [i](#) Nov 28, 2018
- [EBSCO Alert Incident – Service Issue Reported – Personal User Accounts – 3 October 2018](#) [🔗](#) [i](#) Oct 3, 2018
- [ProQuest Product Downtime October 27, 2018](#) [🔗](#) [i](#) Oct 2, 2018
- [Credo Learning Tools Platform Scheduled Downtime](#) [🔗](#) [i](#) Oct 1, 2018
- [Upcoming Downtime for Get It Now Users](#) [🔗](#) [i](#) Oct 1, 2018

[Website](#) [🔗](#) | [Feed](#) [🔗](#)

# Communicating with Patrons & Colleagues

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- Vendor status sites online
  - <https://status.ebsco.com/>
  - <https://oclc.service-now.com/status>
  - <https://support.gale.com/status/>
  - <https://status.proquest.com>
- Consortia listservs - OPLIN, OhioLINK, etc.
- Professional library listservs - ERIL, EZProxy
- Twitter

# Resources

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- Carter, S., & Traill, S. (2017). Essential skills and knowledge for troubleshooting e-resources access issues in a web-scale discovery environment. *Journal of Electronic Resources Librarianship*, 29(1), 1–15.  
<https://doi.org/10.1080/1941126X.2017.1270096>
- Carter, S. J., & Traill, S. (2018). Troubleshooting Fundamentals: A Beginner's Guide. *Online Searcher*, 42(4), 10–13.
- Heaton, R. (2018). Tools for troubleshooting: Which ones and what for. *Journal of Electronic Resources Librarianship*, 30(1), 9–26.  
<https://doi.org/10.1080/1941126X.2018.1443903>
- Rodriguez, M., Tonyan, J., & Wilson, R. T. (2018). Tools and techniques for troubleshooting remote access. *Journal of Electronic Resources Librarianship*, 30(3), 171–178. <https://doi.org/10.1080/1941126X.2018.1494095>

# Questions?

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CONNECTING LIBRARIES *for*  
STRONGER COMMUNITIES