

## Database Access Troubleshooting Guide

### Having problems with getting into databases from home or office?

Here are some tips to try before you contact us:

**Problem:** After I click on the resource I want to use and enter my library card barcode to authenticate, I am asked for a user name and password, or the database is still not allowing access.

#### 1. Do you have a firewall installed on your computer system?

Firewalls may block access to the Library's commercial databases. If you have installed a firewall on your computer - either in the browser, the operating system or the security software, you must temporarily disable your firewall in order to use our electronic resources. Examples of personal firewalls include ZoneAlarm, Norton Personal Firewall, Norton Internet Security, BlackICE, and McAfee Firewall. (Be sure to enable it again when you are finished using the database.)

Instead of disabling any firewall software on your computer, you can also try changing its settings to allow "referring URLs" to be sent to the database websites. Making this change requires advanced configuration of your firewall. You will need to contact your firewall vendor for instructions about how to make this change.

#### 2. Does your computer restrict cookies?

In order for the databases to work properly, your web browser (Internet Explorer, Firefox, Safari, etc.) must be set to accept "cookies," which are temporary files that allow you to interact with secure web sites. For more information on cookies, see [How Internet Cookies Work](http://computer.howstuffworks.com/cookie1.htm) at this link: <http://computer.howstuffworks.com/cookie1.htm>.

In order to enable cookies, please follow these steps:

**Internet Explorer 7:** From the "Tools" menu on the toolbar, select "Internet Options." Click on the "Privacy" tab. Move the slider bar down to "Medium" setting and click on the "Apply" button. Finally, click the "OK" button.



**Internet Explorer 6:** From the menu bar at the top of the browser window, select "Tools" and then "Internet Options." Click on the "Privacy" tab. Move the slider bar down to "Medium" setting and click on the "Apply" button. Finally, click the "OK" button.

**Firefox 3:** From the menu bar at the top of the browser window, select "Tools" and then "Options." Click on the "Privacy" icon. Click on the "Accept cookies from sites" checkbox. Finally, click the "OK" button.



**Safari 3:** From the menu bar at the top of the browser window, select "Edit" and then "Preferences." Click on the "Security" icon. Click on the radio button next to "Only the sites you navigate to".



### 3. Have you cleaned out your cache (Firefox/Safari) or deleted your Temporary Internet Files (Internet Explorer)?

**Internet Explorer 7:** From the "Tools" menu on the toolbar, select "Internet Options." Click on the "General" tab. Click on the "Delete..." button under "Browsing History." Under "Temporary Internet Files," click on the "Delete files..." button. On the confirmation dialog box, choose "Yes" to delete the temporary files. To exit the options, click "Close" and then "OK."

**Internet Explorer 6:** From the menu bar at the top of the browser window, select "Tools" and then "Internet Options." You should be looking at the general options by default. In the middle of that window, you will see the section that says Temporary Internet Files. Click the Delete Files button.

**Firefox 3:** From the menu bar at the top of the browser window, select "Tools" and then "Clear Private Data." Click on the "Privacy" icon. Click to select the checkbox next to "Cache." (You might want to uncheck the under checkboxes.) Finally, click the "Clear Private Data Now" button.

**Safari 3:** From the menu bar at the top of the browser window, select "Edit" and then "Empty Cache." Click on the "Empty" button.

### 4 . Are you accessing Library databases in the correct way?

Our databases require special Internet addresses that let the commercial vendors know that you are the University of Guam / RFK Memorial Library cardholder and have a valid library card. These resources will not be available to you if you add them to your "favorites" or "bookmark" files on your web browser. You will always need to access the databases via Library's website <http://www.uog.edu/library>. On the Home page, select Electronic Resources to bring up the list of databases that you want to search from the subject list. After clicking on the link that takes you to your selected database, you will

be asked for your library card number at the next screen. This is the correct way to access our databases remotely.

If you have been able to access the databases in the past, but are unable to use a particular one now, the problem may not be yours, but could be with the database provider. Their server may be down temporarily for any number of reasons. Wait an hour and try it again. If you still cannot get into it, please notify the Reference staff at the Library by calling 671-735-2341.

**Problem: One of the following error messages are displayed:**

- § Server Error. Error Message: Could Not Connect To Library System
- § "A Server Error Has Occurred: (Could Not Attach to Patron Data Source Profile(attachToSeg). Error = mpShmPtr is NULL.)"

Please call the Reference Desk at 671-735-2341. This error means that our authentication server is not functioning correctly.

**Problem: The authentication system won't recognize my library card number.**

**1. Do you have a valid, current University of Guam / RFK Memorial Library card?**

Only University of Guam / RFK Memorial Library card cardholders are allowed access to these resources from outside the Library.

**2. Did you enter your library card barcode number without any spaces?**

When entering your number, make sure your Num Lock key is on and that you don't leave any spaces between the numbers.

**Use the PREL.ORG/EBSCO databases**

Try using the databases provided by PREL. These databases are available to residents of the U.S. affiliated islands in the Micronesia area, which includes Guam. Call the Reference Desk at 671-735-2341 to get the login information for these EBSCO databases via the website [www.prel.org/ebSCO](http://www.prel.org/ebSCO). Once you login into the EBSCO databases, select the option for EBSCOHost Web to see the list of databases available.