Everyone is being sent to the Logout page when coming from EZproxy to ILLiad

Symptom

• User clicks on their link from their site and it is going to their EZproxy and then on to ILLiad. They are immediately sent to the logon page.

Applies to

• ILLiad

Resolution

You need to check the log and see what the log shows as the username being sent across. The log might be showing:

RemoteAuth username is:

Look at the Config.txt on EZproxy to see if the ILLiad stanza needs correcting. It should be sending a header information with HTTP_REMOTE_USER or whatever you have set up in the ILLiad Customization Manager for the RemoteAuthSupport key.