Is my IP address range covered for my ILLiad hosted site?

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Symptom

- You are unable to log on to the ILLiad Client after installing the ILLiad Client. It might be a new computer or your System might have changed your IP address range.

Applies to

- ILLiad

Resolution

Here are the steps for updating your IP address range for your site:

1. Please contact OCLC Support.
2. We only support IP addresses owned by your institution and not an IP address owned by an Internet Service Provider.
3. You should connect through a VPN connection to your institution so that the IP address is within your IP address range.
4. We will only add routable IP addresses. We will not add private or non-routable addresses. For example:
   - **10.0.0/8 IP addresses**: 10.0.0.0 – 10.255.255.255.
   - **172.16.0.0/12 IP addresses**: 172.16.0.0 – 172.31.255.255.
   - **192.168.0.0/16 IP addresses**: 192.168.0.0 – 192.168.255.255.

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