Target URL is not accessible on EZproxy, even though using approved EZproxy stanza.

Symptom

• Target URL is not accessible on EZproxy, even though using approved EZproxy stanza.

Applies to

• EZproxy

Resolution

1. If using ProxyByPort switch to ProxyByHostname as there can be firewall issues and/or the ProxyByPort URL rewrites can be rejected by certain target sites.
2. Contact the Resource Provider & ask if there is a known problem.
3. If access generates an error in the browser such as An Error Occurred Setting Your User Cookie (Firefox), clear the browser’s cookies & cache, then re-try or use a search engine to find more information about the error & how to stop it occurring.
4. Check for database definition conflicts affecting the resource - these can be viewed from the Admin page.
5. If none of the above resolve the issue you should start looking at this with browser web developer tools or an external web debugging tool such as Fiddler.

Additional information

Evaluate proxy by port versus proxy by hostname

Page ID

13697