How do I resolve an "Unable to locate address for ... website" error when using EZproxy?

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Symptom

• The web browser displays an error message that it is unable to locate an address for a website and to please try again later.

Applies to

• EZproxy

Resolution

1. Flush the DNS resolver cache for the EZproxy host computer.
2. Clear the web browser cache and try accessing the site again.