FirstSearch is prompting for authorization and password from on campus

Symptom
  • IP not authorizing for FirstSearch

Applies to
  • FirstSearch

Resolution
Complete the following steps using FirstSearch Admin module:

1. Login to FirstSearch Admin
2. Click Authentication/Access tab
3. Select IP Address Recognition (on the left)
4. IP ranges should be put in as follows 10.2.3.4-20 (this will cover the IP range 10.2.3.4 - 10.2.3.20)
5. Click Add
6. The IP address range should appear in the box below
7. If you require assistance or do not have access to the FirstSearch Admin module please contact OCLC Support