Can our librarians work from home when we are an ILLiad OCLC Hosted site?


Symptom

- You want to find out if your librarians can work from home or if they are required to be on campus to use ILLiad when you are an OCLC Hosted site

Applies to

- ILLiad

Resolution

Yes, your librarian can work from home. Here is what you need to make sure you have set up:

1. We limit access by IP address, so the librarian needs to have a VPN connection that assigns an IP address that is within your IP address range.
2. If you do not have the IP address set up, please contact OCLC Support, and we can add the IP address to our ILLiad Hosted Firewall.
3. If you want to check if the IP address you see after connecting through VPN is owned by your institution, go to Arin Online and put the IP address on the top right search box. If the results show an Internet Service Provider and not your institution, then you need to contact your Institution and let them know that you are not being assigned an IP address within your IP address range.
4. Your firewall should allow access to the SQL Server on port 1433 by default and 1344 as an alternate. Also, make sure port 7968 is open for Article Electronic Delivery.
5. A librarian wanting to work remotely with the ILLiad client and whose ILLiad server is hosted by OCLC needs either one of these two options:
   - The ability to run the ILLiad Client at their remote location. The client is installed on their local PC, but connects to a VPN server at their institution and the VPN server IP address is defined in the OCLC ILLiad firewall. Please contact OCLC Support.
   - The ability to access an ILLiad Client running at their institution that is already working and allowed through the OCLC ILLiad firewall. Software for this would be something like PCAnywhere, GoToMyPC, etc. This process should only involve the institution’s IT staff.