Why am I receiving a "This ILL request form requires IP authentication" error?

Last updated: Thu, 06 Aug 2020 14:49:55 GMT

Symptom
• This ILL request form requires IP authentication.

Applies to
• WorldCat Discovery

Resolution
This is caused by the IP range of your institution not being added to the OCLC Service Configuration:

1. You will need to ensure you've added the public IP ranges that your institution uses.
2. If you are still receiving the error after adding these ranges, you will need to add the IP range of any proxies or authentication methods that you currently use.

Additional information
If adding both of these IP ranges does not work, please contact OCLC Support.

Page ID
22854