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

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.