Symptom

- You are having an issue connecting to a resource either from on-campus only or off-campus only

Applies to

- EZproxy

Resolution

Here are the steps to fix the issue with on-campus only or off-campus connection to a resource through your Hosted EZproxy:

1. If it is on-campus only, please update the Vendor with your current IP address ranges for on-campus access.
2. If your issue is with Off-campus and you are hosted by OCLC, then you need to contact OCLC Support to get your IP address for your EZproxy server.
3. Relay the information to your Vendor and after they update the IP address range, you should be working.