I cannot connect to a resource off-campus only or on-campus only through our Hosted EZproxy

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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](https://help.oclc.org/Library_Management/EZproxy/Troubleshooting/I_cannot_connect_to_a_resource_off-campus…) 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.

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