Why am I getting a sign in screen from the provider site when using EZproxy

Last updated: Mon, 20 Sep 2021 18:08:00 GMT

Symptom

• EZproxy is in the address bar, but a sign in screen is being presented from the web site. Below are examples of EZproxy formatted URLs.
  ◦ https://www-accessscience-com.cptest.idm.oclc.org/

Applies to

• EZproxy all versions

Resolution

1. Verify the content provider has the EZproxy server IP address registered as an authorized IP address.
2. If EZproxy is not in the address bar, make sure the local IP address/campus IP addresses are registered with the database provider (excludeIP)