After a user is authenticated by EZproxy, EZproxy sets a cookie in the user's browser to establish access to the user's session. If the browser blocks this cookie, then EZproxy will present a page similar to:

Licensing agreements for these databases require that access be extended only to authorized users. Once you have been validated by this system, a "cookie" is sent to your browser as an ongoing indication of your authorization to access these databases. It will only need to be set once during login.

If you are using a personal firewall, you may need to change its configuration to allow the required cookie to be set.

As you access databases, they may also use cookies. Your ability to use those databases may depend on whether or not you allow those cookies to be set.

To login again, click here.

The text of this page appears in the docs subdirectory as cookie.htm and can be customized. To test a customized version, try accessing a URL similar to the example below, changing ezproxy.yourlib.org:2048 to your own EZproxy server and port:

http://ezproxy.yourlib.org:2048/cookie

Browser, firewall and privacy product blocks cookie

The most common cause for this error is browser, firewall, or personal privacy product blocking EZproxy's cookie from being set. Users who encounter this error should be encouraged to adjust their local cookie settings to allow EZproxy's cookie to be accepted.

Right after installing EZproxy, this error always appears

Right after you install EZproxy and try to test for the first time, you may receive this warning. If you do, it indicates that EZproxy detected the name of the server and tried to use it, but the name is incompatible.

See Name for server naming recommendations to correct this issue.

This error occurs when EZproxy is inside a frame

In EZproxy's default configuration, if you provide a link to EZproxy inside a frame of a web page, browsers will view EZproxy's cookie as a third-party cookie and may block it from being set. This is most commonly seen when trying to include EZproxy content inside a frame used by a course management system.
See P3P for information on how to correct this issue.