Database Trouble-Shooting

Basics

- Enter your library card number with no spaces.
- Enter your four-digit PIN

Firewall software

Firewall software such as ZoneAlarm and Norton Internet Security (or Norton Personal Firewall) may prevent the database provider from seeing that you have been "authenticated" as a library card holder.

If you are using Norton Internet Security, open Norton Internet Security window

Status and Settings

- Click on Privacy Control
  - Option 1
    - Click on "Turn off"
  - Option 2
    - Click on Configure
    - Click on Advanced
    - "Defaults" at top of left-hand column should be highlighted.
    - Change "Information about visited sites" to "Permit"
    - Click on OK.
    - Click on OK again in next window.
    - Close Norton Internet Security window.

◊ Option 3

- Click on Configure.
- Click on Advanced.
- Click on Add Site near lower left-hand corner of window.
- See list of sites to add just below, for example, epnet.com (not www.epnet.com)
- Click OK to add site.
- Highlight site in list of sites
- Change “Information about visited sites” to “Permit”
- Click on OK.
- Click on OK again in next window
- Close Norton internet Security Window

* If you are using ZoneAlarm, go to the Privacy Panel's Cookie Control panel and uncheck “remove private header information” and “block 3rd party cookies.”
* If you are behind a network firewall, contact your network administrator.
* There are more firewalls than the two specifically mentioned above. Please see the help files for your specific firewall software for more details.

Cookies

Your browser must accept cookies to successfully access library databases - check your web browser's status under Internet Options or Preferences.

Java and JavaScript

Many databases use JavaScript or Java and, in these cases, your web browser must have Java and JavaScript enabled - check your web browser's status under Internet Options or Preferences.

If the information here has not helped you, feel free to contact us by calling your local library, or by filling out our online form. Go to http://lib.de.us/askalibrarian/ and select your library from the "E-Mail" list.