

Troubleshooting E-Resource Problems

This document is intended for staff responding to electronic resource problem reports. Staff are recommended to work through the questions with the patron, and not to redirect or bounce the problem report until the case has reached the "Research Needed" section.

Quick Response

(1) Gather needed information from person reporting problem:

Product in use _____

Interface of product (if known) _____

Date/Time Problem Observed _____

(2) Try to replicate problem if possible

If possible to replicate, you may not need to get all the below details from reporter

If not possible to replicate, you will likely need to gather lots of detail from reporter – go to **You are NOT able to replicate problem** on reverse.

You CAN Replicate Problem:

(if in the same location as reporter, checking another IP subnet may be necessary to confirm replication)

(1) Check a different browser – does problem still occur?

Yes

No

(2) Check a different activity in resource (if applicable) – does problem still occur?

Yes

No

(3) Check a different resource from same vendor – does problem still occur?

Yes

No

(4) Investigate product

Is there a simultaneous use limit? If so, how many?

<http://resources.library.yale.edu/online/adminview/viewadmin.asp>

Is it near January? Consider possible renewal difficulties – go to **Research** page

(refer to contact <http://resources.library.yale.edu/online/contactinfo.asp>)



Report the problem to the vendor via email or phone. Once you find out how long the problem may persist and/or what it is, alert the Yale Product/Vendor contact.

You are NOT able to replicate problem

[Full tree on back of Research page] [Much of the below can/should be bypassed if product is password protected or free.]

(1) Can reporting individual get at other resources restricted to Yale?

- Yes (problem just with this vendor) – go to **Research** page
- No (problem with other Yale-restricted products) -- pursue IP address

(2) Can reporting individual get at other resources from same vendor?

- Yes (problem specific to product) – go to **Research** page
- No (problem generally with vendor's products)

(3) Reporter's IP Address _____

[Suggest going to <http://www.WhatIsMyIP.com>]

Is Reporter's IP Address listed at: <http://www.library.yale.edu/ecollections/IP.html>

- Yes – go to **Research** page
- No

(4) ASK:

“Were/Are you”:

- On campus (go to **Research** page)
- Off campus

“Are you a Yale affiliate?”

- No (standard non-affiliate reply)
- Yes

Was a PPP dialup account in use?

- Yes – report problem to Students : email student.computing@yale.edu (www.yale.edu/cas); Faculty : email faculty.support@yale.edu; Staff can call the ITS Help Desk: 29000
- No

Was the Proxy Server in use?

- Medical Proxy – report problem to Mark Gentry
- Central Proxy – report problem to Students : email student.computing@yale.edu (www.yale.edu/cas); Faculty : email faculty.support@yale.edu; Staff can call the ITS Help Desk: 29000
- No

Was the VPN in use?

- Yes – report problem to Students : email student.computing@yale.edu (www.yale.edu/cas); Faculty : email faculty.support@yale.edu; Staff can call the ITS Help Desk: 29000
- No

If none of above was in use, direct user to

http://www.library.yale.edu/pubstation/proxy/proxy_about.html

Research Needed

[Record needed information for further research and then bounce to the appropriate Yale Product/Vendor contact, <http://resources.library.yale.edu/online/contactinfo.asp>.]

(1) Reporter on campus but problem not replicable

May be useful to find out if other individuals in nearby offices can replicate problem.

Inquire if problem has happened before? Has reporter ever successfully used resource? If so, when was last time?

(2) Technical Specs of Workstation Involved:

Operating System and Version # _____

Web Browser and Version # Used _____

[Stephanie has a script that produces browser version & number. This will help produce quick results to that question.]

Other Software and Version # in Use _____

(Acrobat if relevant)

(3) Investigate product

What IP addresses were registered? (A few products restrict to subset of our IP ranges)

<http://resources.library.yale.edu/online/adminview/viewadmin.asp>

“Provide (in as much detail as possible) a description of the activity during which you observed the Problem. Include search terms, search history, result set size, etc. Describe as well as possible where in the interface you encountered the Problem. Include examples of error messages.”