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 ________________________________

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.”