

**ELECTRONIC RESOURCES  
TROUBLESHOOTING CHECKLIST**

**Product Name:**

**ERROR REPORTED ON (date):**

**Procedure:** To use this checklist, check off the item(s) that you have completed and send an electronic copy of this document to the next person on the checklist for action. When complete, send to Annette.

|  |  |  |
| --- | --- | --- |
| **WHAT** | **WHO** | **Completed By Whom and On What Date**  **(or N/A)** |
| Error reported. | Anyone |  |
| Check other products on same proxy servers, if none work, restart the proxy server. | Annette or any available librarian. |  |
| If other products on same proxy are working, check that we have paid to renew it. | Tech Services Staff |  |
| Check vendor has correct IP range and has not implemented any recent server changes. Our IP ranges are located on:  Campus range:  Law users only range: | Tech Services Staff  -report server changes to Annette |  |
| Check URL in the Electronic Collection /in the record against the URL provided directly from the Proxy server, see: <http://lawlibrary.laws.uwindsor.ca/login> | Tech Services Staff |  |
| Check OCLC website to ensure that our stanza in the proxy config file is up to date. Send any stanza updates to: \_\_\_\_and to <https://www.oclc.org/support/services/ezproxy/documentation/db.en.html> | Annette / assign to librarian |  |
| Update the proxy server if required. | Annette / assign to librarian |  |
| Inform tech services staff of any resulting URL changes. | Annette /assign to librarian |  |
| Update the website with the new URL (if required). | Annette / assign to librarian |  |
| Report on problem resolution to staff and to the requestor. If the problem will require extended time to address, advise staff, patrons and the requestor. | Annette /assign to librarian |  |

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