

International Network for the Availability of Scientific Publications

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To: Country coordinators and institutional representatives
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Subject: Help with Access Issues for Country Coordinators
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Process

Country coordinators are often well placed to solve access issues before passing them to the publishers. They are advised to work through this document before passing a query to a publisher and will probably find they can solve most issues themselves.

As a general rule, if an institution which has previously been using resources is suddenly unable to use any, start troubleshooting at the institution end, rather than the publishers.

As far as possible, test that you are able to replicate the problem before contacting the publisher. It is often a good idea to test several times over 24 hours as these problems are often short term.

If the institution is unable to use a resource it has used before, but has access to all others, check at the institution end but this is a case where you are more likely to need to contact the publisher.

When contacting a publisher, provide very specific information. The minimum would be:

Full name of the institution

Full address of the institution, including country

IP address (or username and password)

Url at which the block or error occurs

Full description of the block or error message, preferably a screen-grab or a cut-and-paste from the on-screen message

Previous experience of using the resource – has it never worked, was it working previously and stopped very suddenly, can some computers in the institution use it and others not. Etc.

Institutions registered by IP address

Registration issues

- Check that the institution has registered for this resource
 - Librarians can go to <http://peri.inasp.info/peri/peri.pl>, select country, resource and institution and see if they are registered.
 - If not, register
 - Country coordinators can go to <http://peri.inasp.info/peri/admin-cgi/peri-admin.pl>, log on, look under the heading “View resources that individual institutions have and haven't registered for “ and see if they are registered.
 - If not, register for them, or ask the librarian to register
 - Remember that publishers need 10 working days after the registration before the institution can expect to access the resource.
- Check that the registration is valid – e.g. an Ingenta CID has been entered for the Ingenta resources (Beechtree, Bentham, NRC, OECD, World Bank)
 - Obtain the Ingenta CID from <http://www.ingentaselect.com/register.htm>

Start-up issues

- Check that any additional requirements to set up access have been followed. For example, Oxford Journals require the account to be activated, University of California require the subscription to be verified.
- Check that the institution is using the correct publisher url.

Technical issues

- Check that the correct IP address has been registered
 - Ask the librarian to confirm the address with their IT department

- If the IP address has changed, the CC can update it at <http://peri.inasp.info/peri/admin-cgi/peri-admin.pl>, or the librarian can do this to <http://peri.inasp.info/peri/peri.pl>, selecting "Update your institutional details"
- Please note that this does not apply to Mary Ann Liebert Inc, where you need to go to www.liebertonline.com and click "Administer I.P. addresses". Mary Ann Liebert, Inc. will not process IP address changes submitted via the INASP registration system or by e-mail
- Check that no additional security settings have been applied
 - Ask the librarian to confirm this with their IT department
 - If there is a block, the IT department will need to remove this if the institution is to use the resource.
- When trying to download articles in pdf format, check that the computer being used has Adobe Acrobat installed

Contacting the publisher

- In the unlikely event that you have not solved the problem, and the IP address is correct, the subscription should be active and there are no security settings blocking access, contact the publisher to discuss the problem.
 - Find the publisher's contact details by following the links at <http://www.inasp.info/file/186/publishers-working-with-inasp.html>
 - Email them, including the minimum information given below:
 - Full name of the institution
 - Full address of the institution, including country
 - IP address
 - Url at which the block or error occurs
 - Full description of the block or error message, preferably a screen-grab or a cut-and-paste from the on-screen message
 - Previous experience of using the resource – has it never worked, was it working previously and stopped very suddenly, can some computers in the institution use it and others not. Etc.
 - It is always worth letting the publishers know when an issue has been resolved and thanking them for assistance given.

Institutions registered for username and password access

Registration issues

- Go through the registration issues as above

Start-up issues

- Go through the start-up issues as above

Technical issues

- Check that the institution is using the correct username and password for the resource
- Test the username and password yourself
 - Note that they are case sensitive

- If it works for you, let the person with a query know
- Check that no additional security settings have been applied
 - Ask the librarian to confirm this with their IT department
 - If there is a block, the IT department will need to remove this if the institution is to use the resource.
- When trying to download articles in pdf format, check that the computer being used has Adobe Acrobat installed

Common problems

- Individuals have changed the password. All resources offer the option to change the password but this should not be used in institutions where the password is shared by many users.
 - Librarians must make it very clear to all users that they must not change the password
 - If necessary, the librarian change it periodically for security and then notify all users of the change
- Case sensitive passwords
 - These are affected by having the CAPS LOCK on, or by typing mistakes or misreading lower case L for number one etc.

Contacting the publisher

- In the unlikely event that you have not solved the problem, and the usernames and passwords being used are correct, the subscription should be active and there are no security settings blocking access, contact the publisher to discuss the problem.
 - Find the publisher's contact details by following the links at <http://www.inasp.info/file/186/publishers-working-with-inasp.html>
 - Email them, including the minimum information given below:
 - Full name of the institution
 - Full address of the institution, including country
 - Username and password supplied by the institution
 - Url at which the block or error occurs
 - Full description of the block or error message, preferably a screen-grab or a cut-and-paste from the on-screen message
 - Previous experience of using the resource – has it never worked, was it working previously and stopped very suddenly, can some computers in the institution use it and others not, etc.
 - It is always worth letting the publishers know when an issue has been resolved and thanking them for assistance given.