

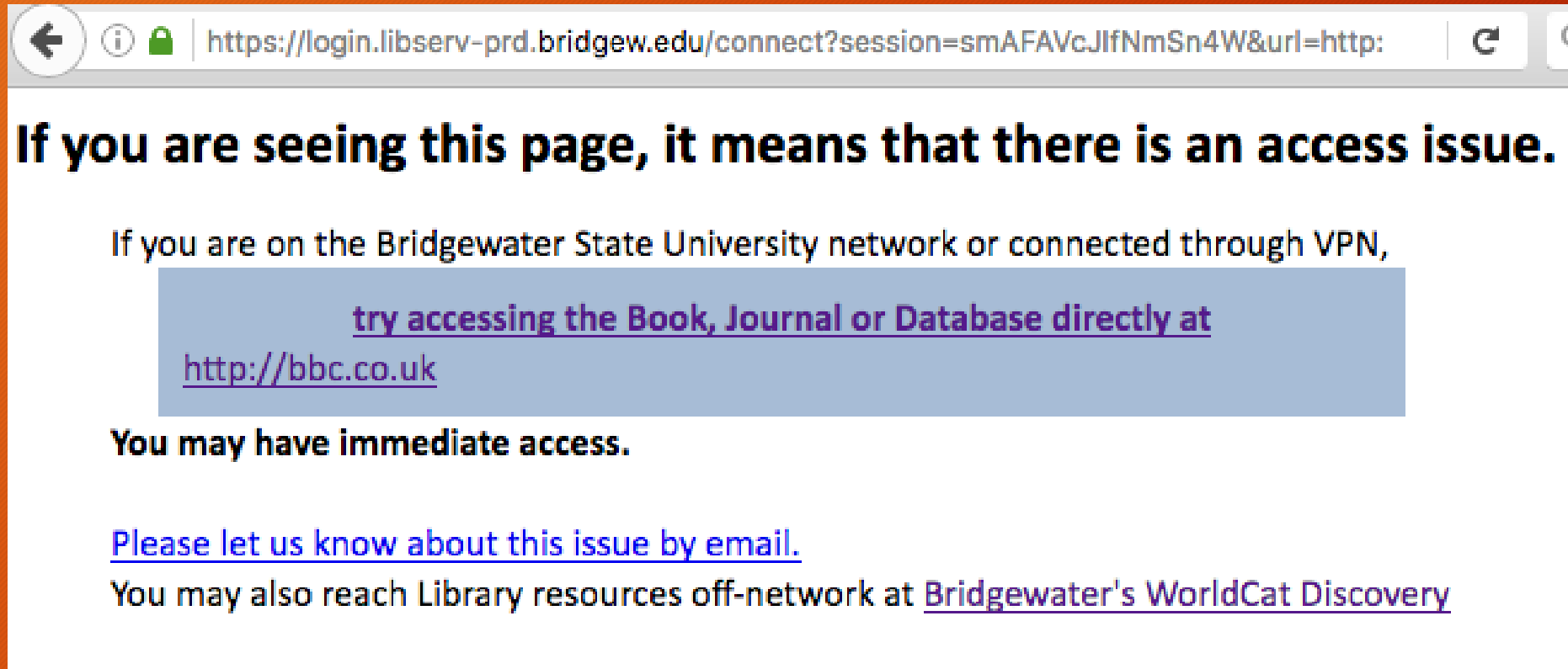
# Database Troubleshooting

# Common Issues and their causes

| - COMMON ISSUES               | - COMMON CAUSES   |
|-------------------------------|---|
| - User sees needhost.htm page | - Database not configured<br>- URL not valid  |
| - User hits paywall           | - IP not on file with vendor<br>- Coverage dates incorrect (metadata)<br>- User not proxied |
| - User can't log in           | - Username incorrect<br>- User blocked from too many downloads                              |



# needhost.htm page (resource not configured)



The screenshot shows a web browser window with the address bar containing the URL: <https://login.libserv-prd.bridgew.edu/connect?session=smAFAVcJlfNmSn4W&url=http:>. The main content area displays the following text:

**If you are seeing this page, it means that there is an access issue.**

If you are on the Bridgewater State University network or connected through VPN,

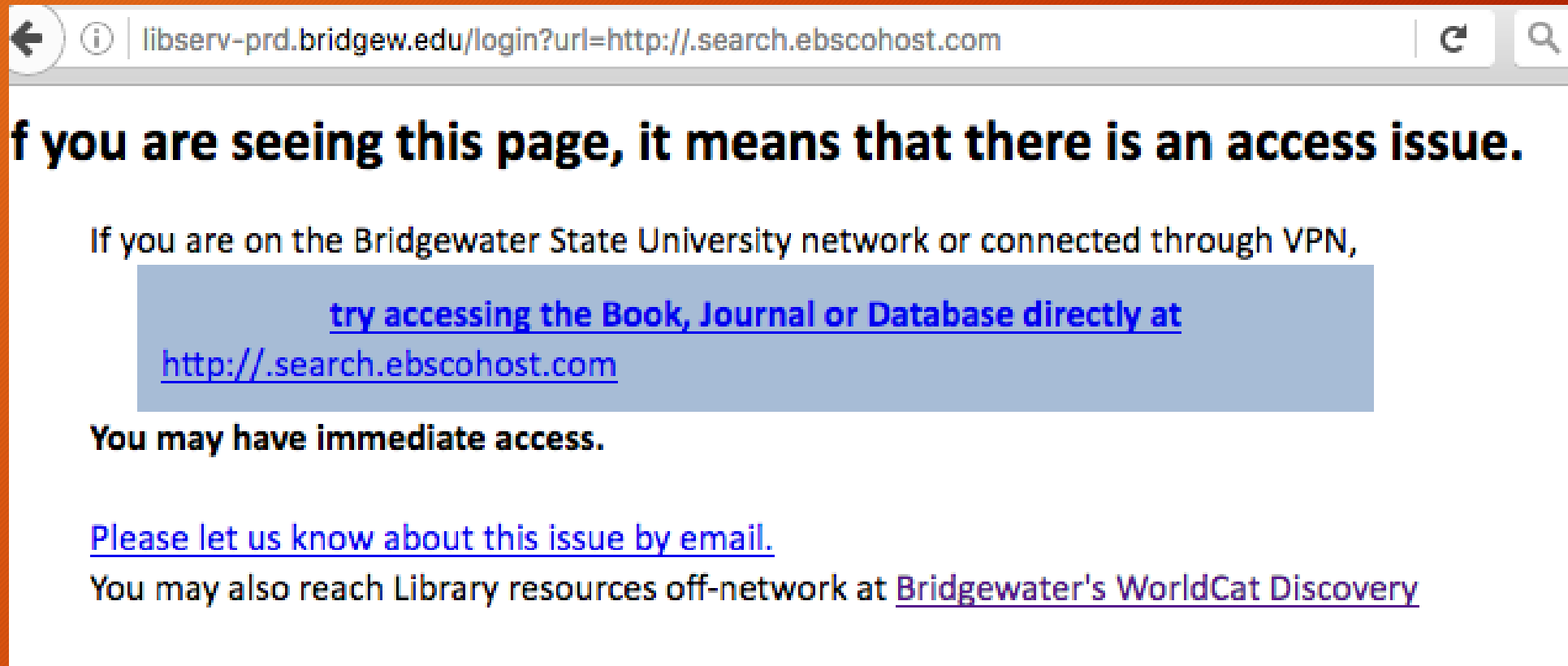
[try accessing the Book, Journal or Database directly at http://bbc.co.uk](http://bbc.co.uk)

**You may have immediate access.**

[Please let us know about this issue by email.](#)

You may also reach Library resources off-network at [Bridgewater's WorldCat Discovery](#)

# needhost.htm page (incorrect URL)



The screenshot shows a web browser window with the address bar containing the URL `libserv-prd.bridgew.edu/login?url=http://.search.ebscohost.com`. The main content area displays a message in bold black text: "If you are seeing this page, it means that there is an access issue." Below this, it says "If you are on the Bridgewater State University network or connected through VPN," followed by a blue highlighted box containing the text "try accessing the Book, Journal or Database directly at" and the URL <http://.search.ebscohost.com>. Further down, it states "You may have immediate access." and provides a link: "[Please let us know about this issue by email.](#)" At the bottom, it says "You may also reach Library resources off-network at [Bridgewater's WorldCat Discovery](#)".

libserv-prd.bridgew.edu/login?url=http://.search.ebscohost.com

**If you are seeing this page, it means that there is an access issue.**

If you are on the Bridgewater State University network or connected through VPN,

**try accessing the Book, Journal or Database directly at**  
<http://.search.ebscohost.com>

**You may have immediate access.**

[Please let us know about this issue by email.](#)

You may also reach Library resources off-network at [Bridgewater's WorldCat Discovery](#)



# Paywall (IP not on file)



## Log In to View More

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Password

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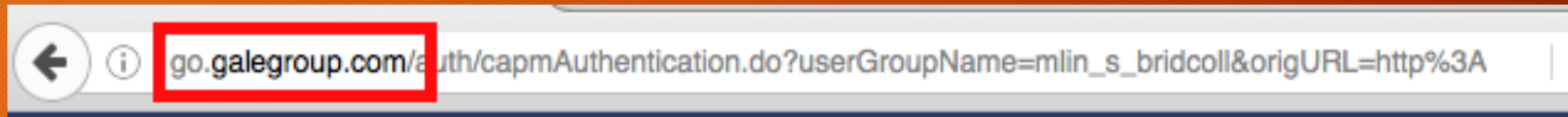
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# Paywall (User not proxied)



## Academic OneFile

Log in to access Academic  
OneFile

Please enter your library password:

Login

Important User Information:



# User cannot log into EZproxy

- Most frequently due to user trying to login with full email address instead of J2Smith username.
- More than 10 incorrect attempts within 5 minutes will block the user for 15 minutes.
- May also experience the suspend.htm file. Looks like needhost file with different wording. It is presented when 200MB download limit is reached.
- If none of above, ensure user is valid student, staff, or faculty



# Troubleshooting Tips

- Clear browser and cache/history
- Try link without proxy
- Try different point of access (Discovery, Maxguide, catalog, Full Text Finder)
- Confirm URL is correct - check for typos
- Confirm other resources can be accessed



# Info to gather before escalating issue

- Which browser(s)
- Workaround found?
- Time range - when was issue first noticed?
- Documentation - steps to reproduce issue
- Screenshots

# Troubleshooting Workflow

