

Troubleshooting Access to Database Problems

This service requires the use of WEB PAGE REFERRALS (REFERRING URLs). Please make sure your browser, security software and firewall allow the sending of REFERRER information.

If you experience an error when trying to connect to our databases, it is probably caused by either your browser settings or personal firewall software. Checking the following should resolve the problem.

Norton Internet Security

Norton Internet Security has a privacy feature that can cause problems with accessing these web pages.

- Open Norton Internet Security.
- Click **Options**.
- Click **Internet Security**.
- Click the **Advanced Options** button.
- Click the **Privacy** tab.
- Change **Referrer** (under **Browsing Privacy**) to **Permit**.
- Click **OK**.
- Click **OK** again.
- Close Norton Internet Security, clear your browser cache and these pages should perform normally.

Zone Alarm

This does not apply to the free version of [Zone Alarm](#), but the registered version, Zone Alarm Pro.

- Open the Zone Alarm configuration panel by double clicking on the Zone Alarm icon on the bottom right of your Windows Taskbar, or by opening Zone Alarm from the **Start** and **Programs** menu.
- Select the **Privacy** menu on the left hand side.
- Click on the button labeled **Custom**, in the **Cookie Control** section.
- Remove the tick from **Remove Private Header Information**.
- Click **OK**, then close the Zone Alarm configuration panel.
- Clear cache and cookies in your browser and E-ZBorrow should perform normally.

Internet Explorer 6/7

- Click on the **Tools** menu.
- Select **Internet Options**.
- Select the **Security** tab.
- On this screen you will see a scroll bar that allows you to choose your Security settings. Set the scroll bar to **Medium** if its not there, then click the **Default** button.
- Click the **OK** button when you're done and clear temp files and cookies.
- If not already done so, download and install [Service Pack 1 for IE6](#).

(Used with permission from Enoch Pratt Free Library webmaster)



Other Suggestions

- If prompted for a user ID and password, use the suggested passwords on the Research Database webpage seen from off campus.
- Use a full browser, such as Internet Explorer; not an Internet provider browser such as “aol.”
- Use www.worwic.edu URL, not the old www.worwic.cc.md.us
- You may need to turn off all pop-up blockers.
- You may need to set your privacy folder to low on Internet Explorer 6. Go to Tools, Internet Options, Privacy, and from there move the bar down to low.
- To clear ProQuest configuration from your browser, go to www.proquest.com/cookiecutter and click on the option to reset your browser.
- If you choose to disengage the security software on your computer: for Norton, right-click on the icon in the lower right corner of the screen and disable, then enable it when you're finished using the databases; the procedure for disabling McAfee and ZoneAlarm is similar.
- If necessary, call or email for tech support:

ProQuest 1-800-889-3358, press 1, or tsupport@proquest.com

Gale 1-800-877-GALE (4253), press 4, or gale.technicalsupport@cengage.com

Ebsco 1-800-653-2726, press 6, or eptech@epnet.com



Media Center
32000 Campus Drive
Salisbury, MD 21804
(410) 334-2883/2884