Proxy Server Access Limitations

- **Stanford Authentication Problems:**

The most common problem with proxy access is that the proxy server cannot see PC- or MacLeland running on your computer, even if you're apparently logged in through PC-/MacLeland. The usual symptom is that you see a message like this when you try to connect to a restricted database or journal:

> **"Sorry, the URL given to return to - http://proxy-test.stanford.eduhttp://www.somesite.com/ - must be for a Stanford host"**

The two most common problems that generate this message are:

1. Port 113 Blocked:

The most common problem is that PC-Leland or MacLeland is not visible on your system because you or your Internet Service Provider (ISP) are using firewall hardware or software that blocks port 113. You may want to check with your ISP to verify that port 113 is being blocked and see whether you can make it accessible. Also, most corporate sites have firewalls that will block access to the proxy server.

Troubleshooting tips are at http://library.stanford.edu/apcproxy/authprobs.html.
To test which ports are open via your provider go to http://www.dslreports.com/scan.

2. NAT Firewall:

Presents single address to outside, but has more than one internal address and the proxy server sees a change in address and authentication fails. PacBell DSL may exhibit this problem.

The libraries do not run the proxy server and we have no way of diagnosing problems with Stanford authentication. The PC-Leland, http://www.stanford.edu/group/itss/pcleland/, and MacLeland, http://www.stanford.edu/group/itss/macstanford/macleland/, home pages have links to troubleshooting information. If you can't find help on those sites, your best recourse is to file a **HelpSU** request, http://helpsu.stanford.edu, indicating you are having problems getting authenticated when you use Stanford's proxy server.

- **Can't Access All Pages on a Site After Connecting to the Initial Page:**

If a site switches you to a different server -- for example, from www1.site.com to www2.site.com -- the second server may not yet be on our list of proxy sites. If you run into this problem, please note down the URL that's causing the problem and send a message to tellus@forsythe.stanford.edu.

- **Internet Explorer 5.5:**

To use Internet Explorer version 5.5 with Stanford's proxy server you must have version **5.5 (SP1)**. You can check version information by choosing "About Internet Explorer" from the "Help" menu. The SP1 version will include the string "Version: SP1;". If you don't already have this version, you can download it from the Internet Explorer for Windows Home Page on the Microsoft Web site. Once it is installed, follow the instructions for setting up 5.x versions of Internet Explorer.

- **Netscape 6.x on Windows or Macintosh Not Compatible:**

Version 6 of Netscape Navigator, whether for Windows or the Macintosh, is reportedly not compatible with the type of proxy server we are using. If you want to use the proxy server and have installed this version, you will need to uninstall it. (Note: recent versions of Netscape 6.x may no longer have this problem.)

- **Client/Server Applications:**

Not compatible with proxy authentication.

There are 3 client-server software packages available from the Science & Engineering Libraries:
- <u>SciFinder Scholar</u> (access to Chemical Abstracts database)
- <u>Crossfire</u> (access to Gmelin and Beilstein chemical databases)
- <u>MDL Drug Data Report</u>
        By license agreement MDL cannot be used remotely
- SciFinder Scholar and Crossfire can only be used remotely via the Stanford modem pool or a Stanford DSL line
- Because the installation files are so large, instead of downloading from home, users may want to copy to a zip disk on campus and then copy to their hard disk at home

- **Resources Not Available From An Overseas Address:**

    Academic Universe
    Congressional Universe
    Statistical Universe