

# Database trouble-shooting

## Basics

Enter your library card number with no spaces.

Enter your four-digit PIN

## Firewall software

Firewall software such as ZoneAlarm and Norton Internet Security (or Norton Personal Firewall) may prevent the database provider from seeing that you have been “authenticated” as a library card holder.

If you are using Norton Internet Security, open Norton Internet Security window

### *Status and Settings*

1) Click on Privacy Control

*Option 1*

2) Click on “Turn off”

*Option 2*

2) Click on Configure

3) Click on Advanced

4) “Defaults” at top of left-hand column should be highlighted.

5) Change “Information about visited sites” to “Permit”

6) Click on OK.

7) Click on OK again in next window.

8) Close Norton Internet Security window.

*Option 3*

2) Click on Configure.

3) Click on Advanced.

4) Click on Add Site near lower left-hand corner of window.

5) See list of sites to add just below, for example, epnet.com (not www.epnet.com)

6) Click OK to add site.

7) Highlight site in list of sites

8) Change “Information about visited sites” to “Permit”

9) Click on OK.

10) Click on OK again in next window.

11) Close Norton Internet Security window.

If you are using ZoneAlarm, go to the Privacy Panel's Cookie Control panel and uncheck "remove private header information" and "block 3rd party cookies."

If you are behind a network firewall, contact your network administrator.

There are more firewalls than the two specifically mentioned above. If these instructions have not solved your problem, please submit a detailed report of the problem to the Library Webmaster ([library@nccde.org](mailto:library@nccde.org)).

### **Security settings on your web browser**

Many of our databases are inaccessible when security settings are at their highest - check your web browser's status under Internet Options or Preferences.

#### *Cookies*

Your browser must accept cookies to successfully access library databases - check your web browser's status under Internet Options or Preferences.

#### *Java and JavaScript*

Many databases use JavaScript or Java and, in these cases, your web browser must have Java and JavaScript enabled - check your web browser's status under Internet Options or Preferences.

If the information here has not helped you, please submit a problem report to the Library Webmaster ([library@nccde.org](mailto:library@nccde.org)).