**UNBC**

# Troubleshooting EZProxy problems

## Stanza problems
(see also: Common errors)

If there are problems at the vendor site that only occur for off campus users (eg, PDFs are inaccessible, the search bar stops working, etc), the stanza for that platform may need to be updated. Se

- Check OCLC's Database Stanzas for an updated stanza
- Look for conflicts in the config files (does an entry/line for that domain/sub-domain exist in another stanza?)
- Using your knowledge of web/network traffic and website/javascript coding, try to determine what's failing (Is there a redirect that is dropping out of EZProxy? Are the PDFs hosted on a d stanza? etc)
- Search the EZProxy listserv archives (must have an account)
- Email the EZProxy listserv to ask if anyone else is seeing it, and if they have any suggestions or solutions.

If sending a message to the EZproxy listserv regarding a problem, include the following (from a message from Jon Gorman, jtgorman@ILLINOIS.EDU):
> What browsers have you tried this with? [...] some different browsers might give different information.
>
> Was it working and suddenly stopped working, or has it been acting like this for a whil[e]?
>
> What version of ezproxy are you on?
>
> Are you running proxy by name or proxy by port?
>
> Do you run EzProxy yourself, or are you hosted?
>
> What do you use for authentication of users:  EzProxy's built in system, Shibboleth, Active Directory or some other system?  I'm not sure there's an easy way off-hand to determine this bes shibuser.txt files.
>
> What's the url to your proxy instance?

Gorman, J. (2019, July 11). Re: Err Connection Refused [Electronic mailing list message]. Retrieved from http://listserv.oclclists.org/scripts/wa.exe?A2=EZPROXY-L;f2fdcfe5.1907

Our answers to this are:
What browsers have you tried this with? [...] some different browsers might give different information.
*Situational - provide details*

Was it working and suddenly stopped working, or has it been acting like this for a whil[e]?
*Situational - provide details*

What version of ezproxy are you on?
*Listed at the top of the admin page, for example: EZproxy 6.4.4 GA [SOURCE:6.4.4] [Linux]*

Are you running proxy by name or proxy by port?
*Proxy by name, aka proxy by host*

Do you run EzProxy yourself, or are you hosted?
*We host our own*

What do you use for authentication of users?
*Active Directory (for username and password) and III (for barcode and pin)*

What's the url to your proxy instance?
*https://prxy.lib.unbc.ca OR https:/prxy.lib.unbc.ca/login?url=[URL of resource]*

## Unsupported host/needhost
see "Unsupported host/needhost errors" under Common errors

## Automatic messages
We receive automatic messages from 4 EZProxy pages that are triggered when the page is loaded by a user:

Page: needhost.htm; Message: EZProxy connect fail/Someone has proxied a URL that is not in our config files. Message destination: E-resource problems queue in LibAnswers
See: "Unsupported host/needhost errors" under Common errors

Page: other.htm; Message: A user has reached other.htm; Message destination: serials@unbc.ca
This indicates that someone has entered their login credentials, but are not permitted to access our resources. Often, this is because they are term faculty or staff who are currently outside of a cc work" under Common errors.

Page: IPBlacklist.htm; Message: A user has reached IP Blacklist; Message destination: serials@unbc.ca
This indicates that a user from a blocked IP address has attempted to access a resource through EZProxy. If this occurs, see "Odd user behaviour" below.

Page: suspend.htm; Message: A user has reach suspend.htm; Message destination: serials@unbc.ca
This indicates that a user has exceeded the file transfer limits we have set. You can view the details on the `View usage limits and clear suspensions` page under EZProxy Administratio
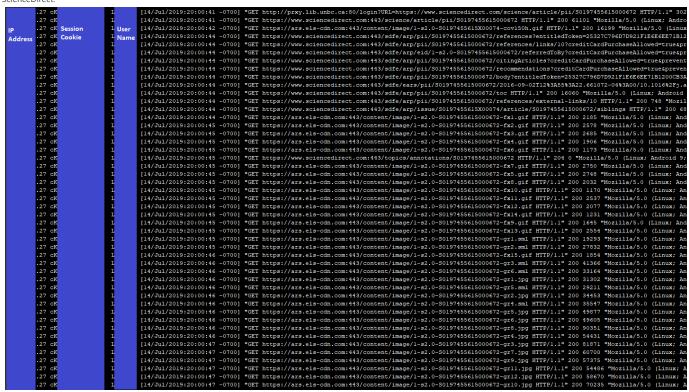
## Odd user behaviour

Monitor this Audit Event search at least weekly; check the `Server Status` page (see EZProxy Administration) to identify sessions that have been open longer than reasonable (~6 hours)

How to identify odd user behaviour:

- A single username logging in from different IP addresses;
- A single IP address trying multiple usernames;
- A user that has logged in, then forced a logout (`/logout` will appear in the Other column in the audit events) shortly after (though this may be traffic to Ebook Central)
- The `Audit event` page can search different fields across all 8 log files

Determining if it's malicious:

- Check the geolocation using a tool like https://www.iplocation.net/; it's more suspicious if the location is outside of BC, especially if it's outside of Canada. Some cell networks assign Vanco mobile users.
- Check the daily log file (see Description of files on server) to determine the user's behaviour. If they are accessing one or two things from one platform, then moving to another platform (e ScienceDirect, then a few in EBSCO, then moving to Web of Science, etc), it's less suspicious. If they're downloading a lot of content from a single platform, that's more suspicious. Also loo requests are coming in regularly (eg two minutes between every request), that is more suspicious.
  - Keep in mind that the daily log file tracks every single element that's loaded for a single page, so look for URLs that are for actual pages. For example, here are the log entries to loa ScienceDirect:



If it's malicious:

- Close all open sessions for that username (click the session on the `View server status` page, then choose `Terminate session`)
- Immediately contact ITS to report the account
- We may need to contact the vendors accessed by the account
  - Search all of the existing log files for all traffic from this user; check the IP addresses to determine which traffic is malicious and which (if any) is legitimate.
  - Check the license record and/or read the license for each affected product/platform. (As licenses are updated, we are adding a note that starts with "Notice of unauthorized use," bu license records reflect this information accurately. These licenses can be found in Sierra using the following Create List: STORE: License; License - License Notes - Has - Notice of una Status - Equal to - Valid)
  - If the license indicates we need to contact them, do so. Tell them we noticed unauthorized use, have blocked the user account, and are working with our ITS department to investiga
  - If the vendor requests traffic logs of the malicious activity, do not provide them due to user privacy. The vendors will have traffic logs on their end.

Odd traffic from a UNBC IP:

- Enter ping -a [IP address] in command line to view the machine/server name

## Atypon Issues

Every so often, there will be a string of the same problem for different resources, such as a "Too Many Redirects" error for Wiley, Taylor & Francis, Sage, etc. If the same error starts happening with see if they are hosted on the Atypon platform. If so, it is likely that once the fix is determined, it will have to by applied to all affected resources.

Our major resources on Atypon (this list is not exhaustive):

- American Chemical Society
- Elsevier (ScienceDirect)
- Oxford University Press
- Sage
- Taylor & Francis
- Wiley

In the config files, I have prefaced all stanzas for current Atypon resources with a note identifying them as such; it is now easy to search the file for "Atypon" to quickly find each resource. This is c

## EndNote

We are having a problem with EndNote via EZProxy. When working with the vendor, they responded with this: "I have just received a response from our internal team stating this issue is du
settings which are blocking the connection. If you are behind a proxy, please try disabling the proxy and check if you are able to login to the EndNote online account. You may also try disat
the issue still persists. If the issue still continues, you may contact your network admin to check the network/proxy settings on your computer to find out what blocks the EndNote online. \
should be able to provide access to EndNote online page."

"UUconnect connect refused" in message.txt
To fix these, find the stanza for the resource and put Interface 142.207.144.167 at the start and Interface Any at the end of the stanza.