

Resolve EZproxy Error Messages

Problem

Occasionally, while using library resources, you may encounter an error message that looks something like this:

To allow [www.someURL.com](#) to be used in a starting point URL, your EZproxy administrator must first authorize the hostname of this URL in the `config.txt` file.

Within this database's section of `config.txt`, either the following line must be added:

Host [www.someURL.com](#)

or, alternatively, a `RedirectSafe` for this host or domain may be appropriate.

After editing `config.txt`, the EZproxy server must be restarted to make changes take effect.

Solution

There are two ways to resolve this, depending on what the problem is.

1. If it's an item (article, book, or other) that the university pays for, notify IT via an ITicket and request that the URL be added to the EZproxy file.
2. If it's an item that we don't have a subscription for and get for free (open access materials), then it's listed in the library's system incorrectly. Please notify Library.Services@valpo.edu.

The first problem is the most common, but when in doubt, just notify both IT and the library, and the problem will be fixed. In the meantime, there is an easy way to access the needed material while on campus. Just remove "[http://ezproxy.valpo.edu/login?url=](#)" from the front of the URL.

EZproxy Example

You get the above error message for this URL: [http://ezproxy.valpo.edu/login?url=http://jnt.sagepub.com/content/38/2/131](#)

Delete the prefix, and point your browser to [http://jnt.sagepub.com/content/38/2/131](#) and you will be able to access the resource from on-campus.



Still need help?

For additional assistance, contact the [IT Help Desk](#).

Related articles

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