



Troubleshooting our Online Resources and Databases

Middlesex provides electronic resources on campus and remotely to the MCC community. When not on campus you must be authenticated as a Middlesex student or staff member by logging into Blackboard. **If you are denied access or prompted for a library card # follow these steps.**

1) Enable session cookies for all products

Session cookies allow our vendors to return search results to your computer. Having session cookies enabled will not harm your machine. If not enabled you may be prompted for **library card # and your last name**. The directions are on the Tech Guides and Search tip page below.

2) Clear your cookies

Clearing cookies sometimes solves problems of access to our databases. Cookies (a little piece of code) are added to your machine when you visit web sites so they can customize content for you when you return to their site. Clearing cookies will not harm your machine. Answers to these questions and others are posted on

<http://www.middlesex.mass.edu/library/HelpGuides1.htm>

3) Security Settings

Some computer security software and firewalls can prevent access depending on their settings; check the instructions of your own hardware and software.

Norton is known to have issues and instructions for this can be found at:

<http://service1.symantec.com/SUPPORT/nip.nsf/docid/2002110811290836?OpenDocument>)

Databases where this might be a problem include:

Access Science, Adjunct Advocate, ArtStor, Chronicle of Higher Education, CQ Researcher, Elibrary, Grolier, Lexis, Naxos, Netlibrary, Noodlebib, Westlaw, WorldBook

Alternative methods for access:

Access Science

Username: mcclibrary **Password:** science

CQ Researcher/Global

Username: middles **Password:** bedford

Naxos

Username/Password: mcclmm

site: <http://www.naxosmusiclibrary.com>

Netlibrary: (Authenticated URL)

<http://tinyurl.com/39fnvy>

Noodlebib: (Authenticated URL)

<http://tinyurl.com/36x2r2>

WorldBook

site: <http://mblc.state.ma.us>

Barcode access: 26052000000000

Biography Resource Center, EBSCO, Elibrary, Grolier, Informe, Literary Reference Center, Opposing Viewpoints, Thomson Gale

These products cause few problems unless the site is down but if you are having problems try:

- 1) **enable session cookies if not already done**
<http://www.middlesex.mass.edu/library/HelpGuides1.htm>
- 2) **Login with a barcode**
 - 1) site:
<http://www.nmrls.org/answers/dbnoble.html>
 - 2) Barcode (26052000000000)
 - 3) Service (EBSCO)EBSCO web service

Specific database issues

Information on trusted sites, popups, security settings, and cookies is available at

<http://www.middlesex.mass.edu/library/helpguides1.htm>

ArtStor:

Requires you to:

- Enable popups
- Have Adobe Flash player 6.0
- Enable cookies
- Instructors need to register for accounts on campus or through the Electronic Resources Page

(More information/ <http://www.artstor.org/using-artstor/u-html/requirements.shtml>)

Westlaw Campus

For Macintosh help call (800) WESTLAW and ask for a representative who supports Macintosh.

- Add *westlaw.com to trusted sites
- Allow popups from *.westlaw.com, web2.westlaw.com, and print.westlaw.com
- Lower security settings to medium if applicable
- Delete cookies, history, and temporary internet files
- Exit and restart

Westlaw Campus and Vista

To download documents you must change

- Tools
- Internet Options
- Security tab.
- Highlight the icon that says "Trusted Sites" and click the "Custom Level" button.
- Scroll down to where it says "Automatic prompting for file download" and make sure it is set to "Enable."
- Click "ok" to get back to the Security tab.
- Repeat for Internet zone, and click "Ok" to exit the Internet Options.

IE 7.0, Copy with Reference and Westlaw Campus

There is a feature on Westlaw.com called Copy with Reference. In IE 7.x users will get the message "Do you want to allow this webpage to access your clipboard?"

- Click on Tools
- Internet Options
- Security tab
- Trusted Sites
- Custom Level
- Scroll down to where it says "Allow Programmatic clipboard access"
- Enable should be checked.
- Click "ok" to exit and then "Yes" if it prompts you with another message. That will bring you back to the Security tab.

Repeat with the Internet Zone

Click on Tools

- Internet Options
- Security tab
- Internet Zone
- Custom Level
- Scroll down to where it says "Allow Programmatic clipboard access"
 - Enable
 - Click "ok" to exit
 - "Yes" if it prompts you with another message.
- Click "ok" on the Security tab, and "ok" again to exit the Internet Options.
- Then try using Copy with Reference.