

CONTEXTUALIZING EZPROXY

FOR IMPROVED TROUBLESHOOTING AND PROBLEM REPORTS

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[<https://ohionet.github.io/ohiolink-webinar>]

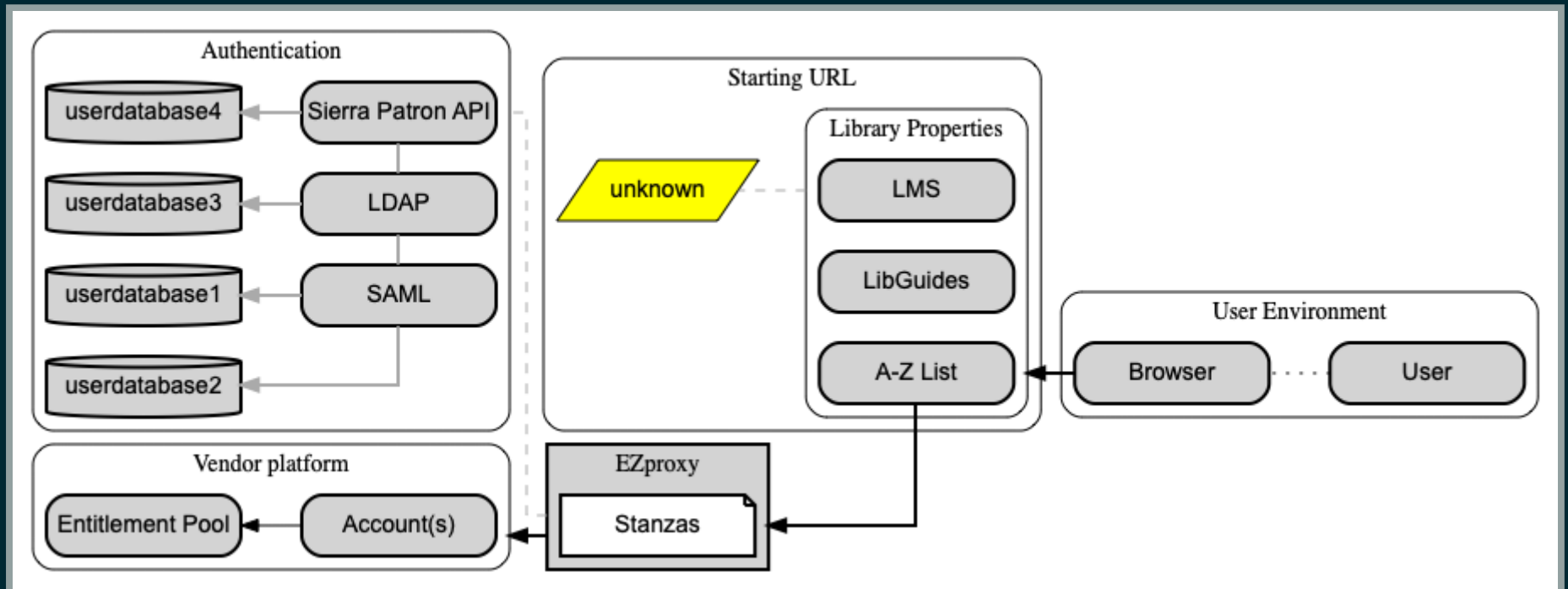
BACKGROUND

Manage 60+ Instances

Private & Public Academics, Medical & Law Libraries

... significant troubleshooting experience 🥰

SCHEMATIC AERIAL



USER ENVIRONMENT

Network Context

Browser in Use



NETWORK SEGMENT



On-Campus



Wifi



4G/LTE



Off-campus

<http://proxy.ohiolink.edu:9099/ip>

BROWSER: RENDERING ENGINES

Blink



Gecko



Webkit



BROWSER: VERSION & PLUGINS

- Version Information

Bug #971641: Chrome 75 does not render IFRAME content if the content was specified using "src" attribute with some delay

- Installed Plugins
 - Privacy Badger

STARTING POINT URLS

Library Controlled

Unknown



LIBRARY PROPERTIES

A-Z Database List

LibGuides

Platform Dashboards

MARC Records

https://login.{ezproxy_hostname}/login?url={target}



What is that?

CONFIGURATION OF EZPROXY APPLICATION

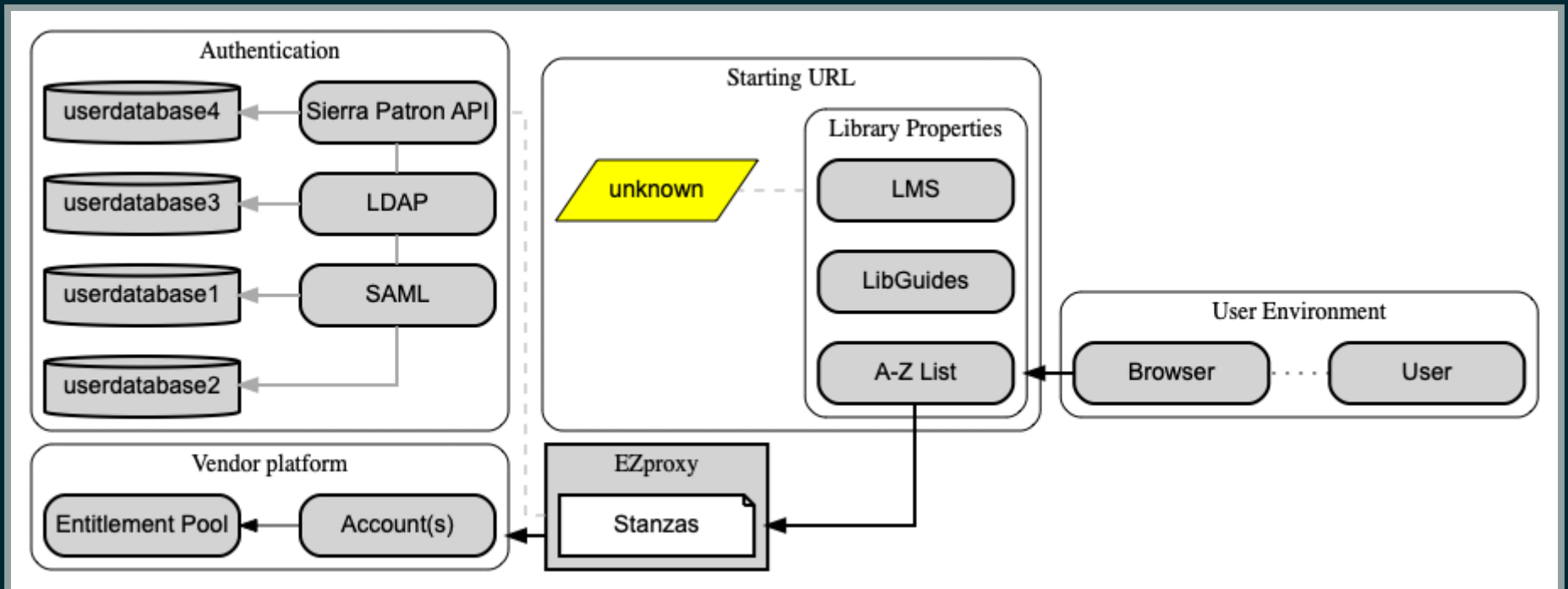
EZproxy's Role

Database Stanzas, i.e. config.txt

▪

Common Issues

WHAT DOES EZPROXY DO?



EZPROXY DOES A FEW THINGS

- Confirms users are authorized to access library subscriptions
- Makes the request for content on behalf of the user
- Returns the content to the user's browser
- Logs activity

OCLC'S STANZA OSO

```
1 Title Oxford Scholarship Online - OSO
2 URL https://www.oxfordscholarship.com
3 HJ https://oxfordscholarship.com
4 HJ oxfordscholarship.com
5 HJ www.oxfordscholarship.com
6 DJ oxfordscholarship.com
```

Database Stanza

DIRECTIVE => TITLE

```
1 Title Oxford Scholarship Online - OSO
2 URL https://www.oxfordscholarship.com
3 HJ https://oxfordscholarship.com
4 HJ oxfordscholarship.com
5 HJ www.oxfordscholarship.com
6 DJ oxfordscholarship.com
```

starts a new database stanza

```
<a href="url">link text</a>
```


DIRECTIVE => URL

```
1 Title Oxford Scholarship Online - OSO
2 URL https://www.oxfordscholarship.com
3 HJ https://oxfordscholarship.com
4 HJ oxfordscholarship.com
5 HJ www.oxfordscholarship.com
6 DJ oxfordscholarship.com
```

Essentially, a glorified HJ directive

```
<a href="url">link text</a>
```

DIRECTIVE => HJ

```
1 Title Oxford Scholarship Online - OSO
2 URL https://www.oxfordscholarship.com
3 HJ https://oxfordscholarship.com
4 HJ oxfordscholarship.com
5 HJ www.oxfordscholarship.com
6 DJ oxfordscholarship.com
```

Authorizes an EZproxy starting point

<https://www.example.com>

DIRECTIVE => DJ

```
1 Title Oxford Scholarship Online - OSO
2 URL https://www.oxfordscholarship.com
3 HJ https://oxfordscholarship.com
4 HJ oxfordscholarship.com
5 HJ www.oxfordscholarship.com
6 DJ oxfordscholarship.com
```

Tells EZproxy to rewrite (or proxy) a domain

<https://www.example.com>

COMMON ERRORS & ISSUES

Oops! It looks like you have attempted to view a page that has not been configured for access.

If you are a library patron...

Please contact your library and provide the name of the resource you were trying to access and the Host line below so the library can work with you to correct this error.

Host `https://www.example.com`

If you are an EZproxy administrator...

To allow `https://www.example.com` to be used in a [starting point URL](#), you need to either:

1. Add the Host line above to the existing database stanza for this resource
2. Create a new database stanza for this resource and include the Host line above within that stanza

Please do not add this Host line by itself to the `config.txt` file because this could cause problems in your configuration or when troubleshooting access to resources in the future.

For more information see [Starting Point URLs & config.txt](#).

For details about how to update this page, see [Default Web Pages](#).

ENABLING HTTP AND HTTPS

```
1 HJ https://oxfordscholarship.com
2 HJ oxfordscholarship.com
```

If no protocol is defined, HTTP assumed

PASSING WRONG PARAMETERS

```
1  
2 https://{hostname}/login?url=http://infotrac.galegroup.com/itwe  
3  
4 https://{hostname}/login?url=http://infotrac.galegroup.com/itwe
```

Using the wrong account ID in starting point URL