Accessing a resource I get a 'Connection refused' error message

Last updated: Fri, 21 Jun 2019 14:56:20 GMT

Symptom

• Error message **Connection refused by [resource provider], please try again later.** appears when trying to connect to a resource provider's site via EZproxy.

Applies to

• Any version of EZproxy which is not the latest (particularly any version below version 6)

Resolution

• The only solution to this is to [upgrade to the latest EZproxy release](https://help.oclc.org/Library_Management/EZproxy/Troubleshooting/Connection_refused_error_message)

Additional information

EZproxy runs as a proxy server, with this comes a set of security protocols which ensure it remains secure against the latest online threats.

Sites which EZproxy are trying to connect to often check the EZproxy server has the latest protocols before allowing it to connect to ensure it is allowing a secured server to access it. If the protocols are out of date on the EZproxy side then you will get the connection refused message as the site has refused the server access.