Why am I getting a "You are not connected" error message in WorldCat Discovery when I'm inside the library?

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Symptom

• Users are unable to access online content and services while in the library.
• ILL buttons don't appear for users in WorldCat Discovery.

Applies to

• WorldCat Discovery

Resolution

Make sure that the machine you are on is listed in your IP address list in Service Configuration.

Additional information

IP addresses must be unique within the database so multiple libraries cannot have the same IP address. We have documentation on how to fix messages about IP Range Overlapping and how to get proxy server IP addresses added.