peninsula library system

helpdesk

Cases from September 2014 - January 2019, submitted by Librarian Stephanie Roach

SUPPORT OPTIONS | Show All Cases |

> Click on the case number to view or update case
> Click on the Column Heading to sort by that column.

Case	One Line Description	Status
20809	Update config file - add Kanopy stanza	Closed
20779	Database stanza update for config file - Taylor and Francis Online - A...	Closed
19716	Need config file updated for IngentaConnect	Closed
19715	New database subscriptions added -- need config file updated -- HeinOnline	Closed
19586	Ezproxy error message:	Closed
19582	Ezproxy server certificate invalid causing problems for database access	Closed
18593	Get a library card 'Choose your library' library links need to be upda...	Closed
18587	Has ezproxy switched to https?	Closed
18578	New databases -- Stanza update needed for ezproxy	Closed
17510	Config file update for WorldCat Discovery	Closed
17293	csm ezproxy links give error: File missing: docs/login.htm	Closed
17244	LexisNexis Academic database is changing to Nexis Uni, needs an update...	Closed
17137	Ezproxy server site certificate expired -- Database access problems	Closed
16853	SIRS Researcher database needs config file updated	Closed
16832	New database 'Swank' needs ezproxy config file text added	Closed
16705	ProQuest changing to HTTPS, possible ezproxy config file update needed	Closed
16647	Need to collect bibiocommons stats -- Google analytics account needs n...	Closed
16645	Films on Demand database changing to https -- possible update to ezpro...	Closed
15345	Update ezproxy stanza for ebrary, which is now Ebook Central (ProQuest)	Closed
13150	Add url to config file for database trial	Closed
12812	Need to reset my Sierra password	Closed
11722	'Security certificate has expired' error message when accessing db fro...	Closed
10388	PLS website does not reflect the new children's fees policy	Closed
9856	Problems at CSM continue--ezproxy isn't recognizing our IP addresses a...	Closed
8644	Most databases require PLS authentication login/pw for on campus users...	Closed
8597	Title in our ezproxy authentication webpage says Skyline College instead of CSM	Closed
8581	Config file for AtoZdatabases	Closed

8558	Please verify our Films on Demand proxy config file	Closed
8299	EBSCO config file update	Closed
8120	CQ Quarterly database access problems due to shared proxy server with Canada	Closed
8069	Setting up trial access to a new database. Please update ezproxy config file.	Closed
7853	Follow up on 7849 access to all ProQuest databases at CSM	Closed
7849	All of ProQuest databases are not accessible from off campus	Closed
7791	URGENT: Authorization fails to get people into our databases from off campus	Closed
7576	CountryWatch config file update 7423 & 7380 continued	Closed
7423	Regarding closed case 7380 ezproxy config file update for Country Watch	Closed
7380	Database url update -- Need to edit config file for access	Closed
7348	Trial database added to ezproxy config file	Closed
7042	Please add new url to EZproxy config file	Closed
6878	Off campus db access issues - Updated list of our IP ranges?	Closed
6856	Recurrence of problem ticket 6702 / URL timeout, ezproxy not excluded,...	Closed
6850	Encyclopedia Brittanica proxy settings / url changes	Closed
6748	Need access to create/attach new order records in Sierra	Closed
6702	EZproxy exclude ip address issue (I think)	Closed
6693	unable to login to ebrary from off campus / ezproxy issue	Closed

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