Help With the ProxyServer!

NOTE!! Several times in this document one is instructed to go to http://rupert.alc.org/library, be sure you have typed that EXACT URL, not http://www.rupert.alc.org/library!! The www will foul up the works!

Problem #1:
“I am having trouble with the proxy server.”

Question:
“Are you on campus or off campus?”

If off campus skip to the Problem #2.

If on campus (on campus includes dorms and apartments), be sure you are at: http://rupert.alc.org/library/db.html
If so, go to the bottom of the page and click on:
If your computer is attached to the HSU network (via ether or dial-in) you can have access without the proxy server. (Illustration 1)

See if everything is working now.

If there is still a problem call 325-671-2151:
Tell the librarian what you have done and ask them to:
“Go to a PAC and see if they can access the databases.”

If the PAC is working OK: Go back to http://rupert.alc.org/library, refresh your browser and follow the steps in fixes for problem #2.
Problem #2:
“The database wants username and password.”

Cause: You got there without going through the proxy server.

How: You used an outdated bookmark.
You used a link on a search engine.
You found a mistake on one of our pages.

Fix: Refresh the browser. *(Illustration 2a)*
Type in http://rupert.alc.org/library to the url box
(We have had patrons typing it in to a search box .... *(Illustration 2b)*)
Click on HSU Databases
Click on selected database
Enter barcode number

If you found a real mistake, send the page’s url to me so that I can fix it (garys@hsutx.edu).
Problem #3:
ProxyServer reports that “The Barcode you entered is not in our database!”

Cause:
The barcode is not in our database.
You used their HSU student ID or some other number.

Why:
You have not activated their barcode.
Something is wrong with your record in our database.
You are not a HSU patron.
Your record has expired.

Fix:
The number you type in should start with 13070
If it doesn’t then look at the back of your id try that number.
If it does then:
   Call Richardson Library reference desk at 325-671-2151

If you are not a HSU patron, thank you for trying to use our excellent services, but we are under contract to provide service for only our patrons, you will have to contact your home library for help.

Delay:
If there is a problem with your barcode and we fixed the problem, it will not make it into the proxyserver data base until the next business day.
Problem #4:
“I receive a message that says something like: Error 404, can’t find the page.”

Cause:
- You have hit a firewall either at home or on your work network.
- ProxyServer is down
- Internet is down
- Internal library network is down
- You have followed an out-of-date link

Go to www.google.com and put in the search term “dog” (nothing magic about “dog” just easy to spell and understand)
See if you get hits.
(We want you to search to be sure that you are not just using your computer’s cache.)
If you get hits then call Richardson Library reference desk at 325-671-2151
If you do not get to Google or you don’t get hits then you have a problem with your internet connection and we don’t have the expertise to help you. If you can’t get it fixed quickly enough to meet your needs you are welcome to come to the library and use our computers. Our hours of operations are posted at http://rupert.alc.org/library