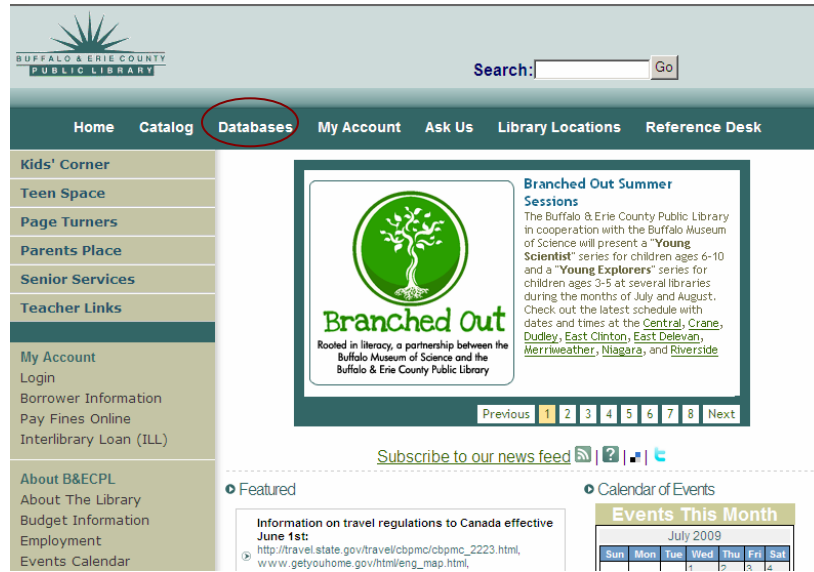


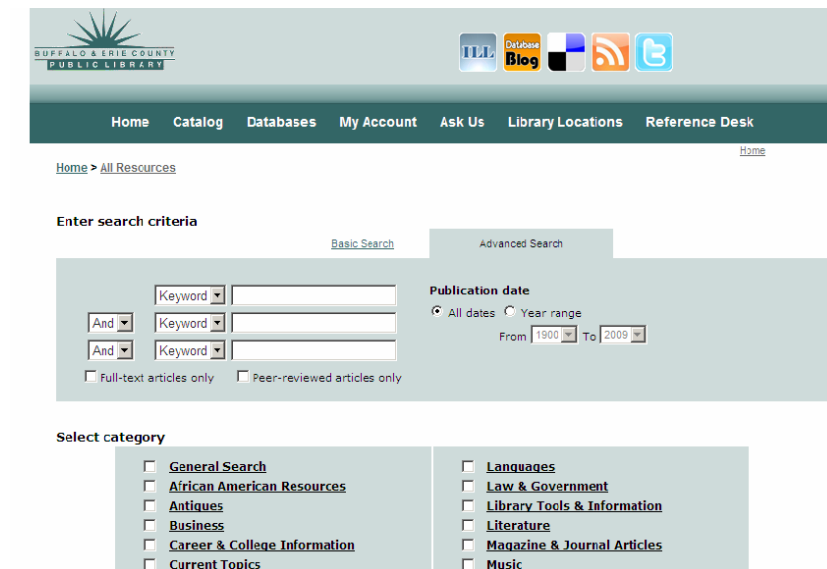
Troubleshooting Database Problems from Outside of the Library

Are you trying to access the database page?

In order to access the databases from home, start at the Library's website, www.buffalolib.org and click on the databases link at the top of the page.



You will be prompted for your library card number. Type in the card number without the initial "A". If you type the "A" as part of the number, you may not be able to access MultiSearch, the Library's database page. After you submit your card number, you should be able to access the following page:



Are you having trouble accessing a database? Are you being prompted for a username and password?

To check to see if a database is available from your home computer, scroll down to the A to Z list of databases. A description is provided to the right of each available database:

<input type="checkbox"/> Select/Deselect all	
<input type="checkbox"/> Academic Search Premier	The world's largest academic multi-disciplinary database, Academic Search Premier provides full text for nearly 4,000 scholarly publications, including full text for more than 3,100 peer-reviewed journals. Coverage spans virtually every area of academic study and offers information dating as far back as 1975. For use at any library or from home with a valid Buffalo & Erie County Public Library card number.
<input type="checkbox"/> African American Song	African American Song documents in sound the African American experience from the earliest records through the 1970s. For use at any library or from home with a valid Buffalo & Erie County Public Library card number. This database requires Internet access. If you are working on a computer at the library, please consult staff to access the Internet.
<input type="checkbox"/> African-American History & Culture	African-American History & Culture includes thousands of entries, covering the entire breadth of African-American history, from African beginnings through the slave trade and the civil rights movement to the present. The database is organized into sections: Biographies, Subject Entries, Primary Sources, Timelines, an Image Gallery, and Maps and Charts. For use at any library or from home with a valid Buffalo & Erie County Public Library card number.
<input type="checkbox"/> All Data Auto Repair	AllData provides comprehensive automotive repair information including electronic wiring diagrams, technical service bulletins and a technician's reference guide. For use at the Central Library only.
<input type="checkbox"/> America's News Magazines	America's News Magazines covers U.S. and international news, business, lifestyle, entertainment, sports, and science and technology from popular magazines. Search the magazines or read them "cover to cover". For use at any library.

This description gives you two significant pieces of information. It tells you what kind of information is in the database. It also tells you where you can access this database. In this sample above, the database is available "at any library or from home with a valid Buffalo & Erie County Public Library card number." Some databases are available at any library but not from home. Some databases are limited to a particular branch.

If a database is available from home, but you are still having trouble accessing it, check to see if you have Norton Security or another security set up to protect your computer. If you have Norton Security and are having difficulty getting in to a database, or if you have Norton and are being prompted for a username and password, please try one of the following sets of instructions from Symantec's support page:

Disable Norton AntiVirus Script Blocking

- 1 Start Norton AntiVirus.
If Norton AntiVirus is installed as part of Norton SystemWorks or Norton Internet Security, then start that program.

 - 2 Click **Options**.
If you see a menu, click **Norton AntiVirus**.

 - 3 In the left pane, click **Script Blocking**.

 - 4 In the right pane, uncheck **Enable Script Blocking (recommended)**.

 - 5 Click **OK**.
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To create a rule that permits referrer information

- 1 Start Norton Internet Security or Norton Personal Firewall.

 - 2 Do one of the following:
 - In 2004 or later versions of Norton Internet Security or Norton Personal Firewall, double-click **Privacy Control**, and then click **Advanced**.
 - In Norton Internet Security or Norton Personal Firewall 2003, click **Options > Internet Security**, and then click the **Web Content** tab.

 - 3 At the bottom of the Advanced window, click **Add Site**.

 - 4 In the New Site/Domain box, type the name of the site that you want to receive the referrer information, and click **OK**.
The site name appears in the left frame of the Options window.

 - 5 Click the name of the new site.

 - 6 On the Global Settings tab, under the Information about visited sites section, uncheck **Use default settings**.

 - 7 Click **Permit**.

 - 8 Click **OK** to close the Options window.
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Are you having trouble accessing a database? If the problem is not a password issue, it may be one of the following issues:

Common Browser Issues

It is highly recommended that you use a current version of *Internet Explorer*, *Mozilla Firefox* or *Safari* (for Apple Mac) to browse the databases. Note that these browsers can be downloaded and installed on your PC, if you do not have a current version.

Browsers supplied by the ISP (Internet Service Provider) should not be used. Examples of such more common browsers are AOL, WebTV, CompuServe, NetZero.

Use of the *Netscape Navigator* browser is adequate now. However, support for the browser has been terminated by AOL and no future releases will be made. Therefore, support problems may occur in the future.

Common Access Issues

If you experience a problem accessing a database, check to see if your Internet connection is working by visiting a few different websites. If you experience similar problems, your connection to the Internet may be temporarily down.

If 404 "Not Found" error is received, it most likely indicates that the database server is down. Try to access the database later.

OTHER ACCESS ISSUES

Delete Your Browser's Cache Files

Occasionally, it is necessary to delete the browser's cache files in order to remove old information that no longer works with a database. Following are instructions to perform this task with commonly used browsers.

IMPORTANT NOTE:

Before you delete your browser's cache files, make sure you have all of your logon information to your commonly visited Web sites handy because you might be prompted to re-enter it.

If you are using Internet Explorer Version 6:

- Go to the Tools menu and click on INTERNET OPTIONS
- Click the button that says DELETE FILES

- Put a check mark in the box that says, "Delete all offline content"
- Click OK

If you are using Internet Explorer 7

- Go to the Tools menu and click on INTERNET OPTIONS
- Under Browsing History, click the button that says DELETE
- In the Delete Browsing History, click DELETE COOKIES
- Select YES at the next window

If you are using Netscape Navigator 7

- Go to the Edit menu and click on PREFERENCES
- On the left hand side of the window, double click on ADVANCED
- Next, click on CACHE
- Click the button that says "Clear Memory Cache"
- Click the button that says, "Clear Disk Cache"
- Click OK

If you are using Mozilla Firefox 1.5

- Go to the Tools menu and click on OPTIONS
- On the left hand side of the window, click on PRIVACY
- Look for the tab that says "Cache" & click the button in bottom right hand corner that says, "Clear Cache Now"
- Click OK

Set Your Browser to Accept Cookies

To use many of the databases, your browser must be set to accept "cookies." Following are instructions to perform this task with commonly used browsers.

Note:

If you would like to reset the browser security to its original settings after accessing the databases, please remember the settings and reverse the actions taken.

If you are using Internet Explorer 6 or 7,

- Go to the Tools menu and click on Internet OPTIONS
- Choose the third tab over which says PRIVACY
- Drag the slider down to Accept All Cookies. Click OK.

If you are using Netscape 7,

- Go to the Edit menu and click on PREFERENCES
- On the left hand side of the window, double click on PRIVACY & SECURITY
- Next, click on COOKIES
- Make sure that either "Allow cookies based on privacy settings" or "Allow all cookies" is checked and then click OK

If you are using Mozilla Firefox 1.5,

- Go to the Tools menu and click on OPTIONS
- On the left hand side of the window, click on PRIVACY
- Click on the plus sign next to the word "Cookies" and make sure that there is a check mark in the box labeled "Enable cookies" and that "Accept cookies normally" is selected
- Then, click OK

Set your browser so JavaScript is enabled

To use many of the databases, your browser must have Java Script enabled. Following are instructions to perform this task with commonly used browsers.

If you are using Internet Explorer 6 and 7,

- Go to the Tools menu and click on Internet options.
- Click on the SECURITY tab
- Click on the INTERNET ZONE.
- Click on the CUSTOM LEVEL button
- Scroll down to the SCRIPTING section
- Click in the Enable radio button under ACTIVE SCRIPTING if this is not selected
- Click OK
- Click OK

If you are using Netscape 6,

- Go to the Edit menu and choose PREFERENCES
- Select ADVANCED
- Click in the check box next to Enable JavaScript for Navigator
- Click OK

If you are using Netscape 7,

- Go to the Edit menu and choose PREFERENCES
- Select ADVANCED
- Click on “Scripts & Plugins”
- Under Enable JavaScript, click the checkbox next to Navigator
- Click OK.

If you are using Mozilla Firebox 1.5,

- Go to the Tools menu and click on OPTIONS
- Select Content tab and check ENABLE JAVASCRIPT
- Click OK

Disable Pop-Up Blockers

Some of the Library databases use 'pop-up' screens. If you have installed Pop-Up Blockers such as Google, then, you may encounter problems using our databases. Please disable them.

You may enable them back when you are finished searching the databases.

Are you having problems viewing full-text images?

Many full-text images are delivered as Adobe PDF files. If you are having problems viewing an image, upgrade to the latest Adobe Acrobat Reader software available for your browser and computer.

If you are still having difficulties after following the above suggestions, please contact the Library main number at 858-8900 or contact us through our AskUs feature at <http://www.buffalolib.org/ebranch/askus/index.asp>.