

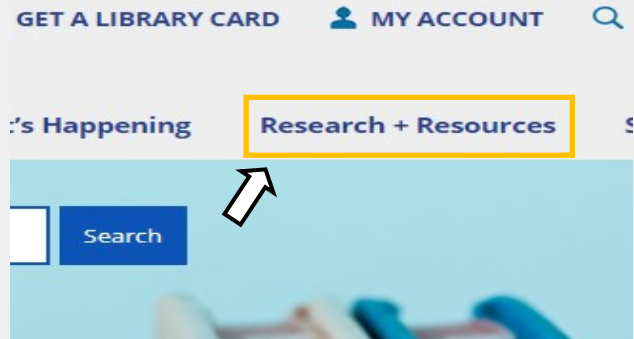
Troubleshooting Database Problems Outside of the Library



Need help finding the database page?

In order to access the databases from home:

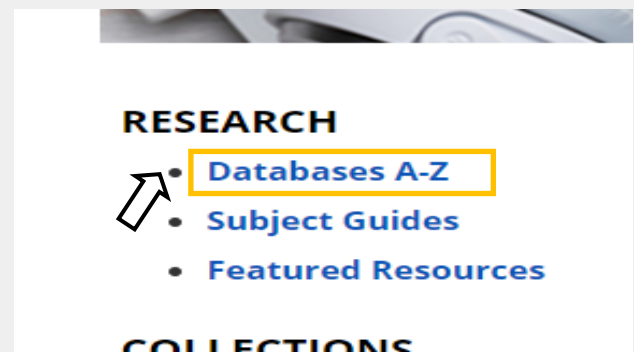
1. First, start at the Library's website, buffalolib.org and click on the **Research + Resources** link at the top of the page.



You can also click on the **Online Resources** image from the menu at the bottom of our homepage.



2. The **Research + Resources** page displays a menu for all of the B&ECPL's electronic collections and guides. Under the **Research** heading select **Databases A-Z**.



3. Next, you will be taken to the **Databases** page. In order to access the databases, type in your full 13-digit card number.

Database A-Z | [Library Home](#)

Login with Library Card Number :

Login

Research Databases

Are you having trouble accessing a database?

To find out if a database is available from your home computer:

1. Access the database page using the instructions above.
2. Scroll down through the A to Z list to find the desired database. A description is provided to the right of each available database. Not only does this description tell you what kind of information is in the database, but it also tells you about its availability.



Note: Not all databases are available outside of the library and some databases are only available in certain library locations.

Access.

tion and public charity programs that fund ers. **Available at the Central Library.**

Still having trouble?

Browser Issues:

It is highly recommended that you use a current version of a popular web browser to access the databases, such as:



[Google Chrome](#)



[Microsoft Edge](#)



[Mozilla Firefox](#)



[Safari](#)

Each of these web browsers are free to download and install on your computer. Availability and configuration may slightly differ depending on whether you are using a PC or a Mac.

If you are still using an older browser supplied by an ISP (Internet Service Provider) like NetZero, or browsers like AOL Explorer, Netscape Navigator, we strongly suggest discontinuing use of these in favor of one of the browsers from the list above.

Web 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 have been disrupted.

If your connection to the internet is functioning properly and a "404 - Not Found" error is received, it most likely indicates that the database server is down. In this case, try to access the database at a later time.

Available from home, but still having trouble?

Antivirus software or a firewall on your computer may be preventing you from accessing the databases. You can try to temporarily disable your antivirus software or firewall to see if they are causing access problems with the database.

If you are able to access the databases with these products disabled, you will need to contact the manufacturer of the product to get help adjusting the settings.



Remember! It is important that you re-enable your antivirus software when you are finished troubleshooting to ensure the protection of your computer!

Because of the wide range of antivirus software on the market, your computer may have one of any number of security products installed. The following links take you to the tech support pages to some of the more popular antivirus programs on the market. If your operating system, antivirus program or firewall is not on the list, initiate a Google search to find the instructions for your setup.

General instructions on how to manage antivirus software in Windows : [Click Here](#)

Instructions on how to disable Windows Firewall software : [Click Here](#)

Firewall configuration information for Mac OS X: [Click Here](#)



Norton Tech Support: [Click Here](#)



McAfee Tech Support: [Click Here](#)



AVG Tech Support: [Click Here](#)



Avast Tech Support: [Click Here](#)

Delete Your Browser's Cookies & Cache Files

Occasionally, it is necessary to delete the browser's cookies and cache files in order to remove old information that no longer works with a database.



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

The following are links to instructions on how to perform this task for commonly used browsers:



Google Chrome

[Click Here](#)



Microsoft Edge

[Click Here](#)



Mozilla Firefox

[Click Here](#)



Safari

[Click Here](#)

If your browser is not on the list above or you're using a different browser on a Mac, search Google to find the instructions on how to empty the cache and delete the cookies for your system.

Disable Pop-Up Blockers

While pop-up blockers are great for stopping unwanted or annoying advertisements from appearing on your screen, they may block some pop-ups you might actually want to see. Some of the database links use pop-up screens which open the database into a new browser window. Pop-up blocking software might be built in to your web browser or installed on your computer as a browser plug-in or 3rd party program. If you do not know how to disable this software, initiate a Google search to find the instructions for your system.



Many pop-up blockers can be temporarily disabled by holding down the CTRL key on your keyboard while clicking on the link to open the database.



Having trouble viewing full-text images?

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



[Click Here to download the latest version of the Adobe Reader](#)

If you are still having difficulties after following the above suggestions, please feel free to [Contact Us](#).

E-mail - askus@buffalolib.org. You will usually receive an answer via email within two business days.

Phone - (716) 858-8900 - Our staff is available anytime the Central library is open.

In Person - [Library Locations and Hours](#) There are 37 libraries in the B&ECPL System, with staff ready to help you find the information you need.



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