EBSCOhost Error Codes 109 and 120

What is Error Code 109?

Explanation
We have been unable to validate the information provided. Please contact us at (800) 758-5995, or outside the US - (access code) (800) 3272-6000 or email us at support@ebsco.com for assistance. [Error Code: 109]

Meaning
This is an internal system error due to a configuration issue.

Library Administrators: Please check EBSCOadmin to ensure the database is available in the z39.50 profile.

What is Error Code 120?

Explanation
We have been unable to validate the information provided. Please contact us at (800) 758-5995, or outside the US - (access code) (800) 3272-6000 or email us at support@ebsco.com for assistance. [Error Code: 120]

Meaning
This is an internal system error due to a configuration issue.

Library Administrators: Please check EBSCOadmin to ensure Group Databases by Subject Header is ON in the associated profile. In EBSCOadmin, the “Group Databases by Subject Header” setting is located under the searching tab.