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.