Connectivity Troubleshooting

Several steps are required to uncover the root cause surrounding connectivity issues. As part of the process of determining where the issue might reside we need to answer specific questions both of the user experiencing the issue and the Network Administrator at that site the user is accessing through. Answers to these questions will help in determining where the problem might lie and aid in providing resolution to the reported issue.

I. By answering the questions in Part II, we'll be attempting to narrow down where the issue might reside.

The following chart outlines possible causes.

<table>
<thead>
<tr>
<th>Issues on Subscriber’s end</th>
<th>Issues on the Internet</th>
<th>Issues on the Vendor’s end</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Firewall/proxy</td>
<td>• General Internet latency</td>
<td>• Product or server issues</td>
</tr>
<tr>
<td>• Filters and security software</td>
<td>• Nodes in the Internet that are down</td>
<td>• Issues in the account set-up</td>
</tr>
<tr>
<td>• Caching server</td>
<td>• Regional Internet problems</td>
<td>• Scheduled routines interfering with services</td>
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</tbody>
</table>

II. Researching connectivity problems

A. Questions to be answered by the person experiencing the issue:

1. When did the issue begin?
   ◦ Are the issues persistent, or are there times when you can access EBSCOhost?

2. What is happening? (i.e., Unable to access EBSCOhost, slow login, slow response, error messages etc.)

3. Are we experiencing any problems here at EBSCO?

4. How do you access EBSCOhost?
   ◦ Link on library web page
   ◦ Shortcut on desktop
   ◦ Manually type URL
5. Is this issue occurring on all computers?
   - Try other computers
   - Try accessing from home and/or off-campus

6. What operating system are you using?

7. What browser and version are you using?

8. Have any changes been made to your network recently?

9. Does this problem happen with other online vendors?

10. Can you access other sites in our area?
    - www.boston.com
    - www.mbta.com

11. Can you access EBSCOhost by using our IP address instead of our URL?
    - Please type http://140.234.252.11/ into your Internet browser to verify access via IP address.

12. Are you attempting to access EBSCOhost from behind a proxy/firewall?

B. Questions to be answered by a Network Administrator:

1. What is the IP address of your border router?

2. Is your border router blocking ICMP?

3. Internet Control Message Protocol – Provides communication between the IP software on one machine and another router or computer.

4. Do you use a caching server?

5. How much bandwidth do you have going out to the Internet?

6. How much bandwidth do you have on your network?

7. Are you multi homed?

8. Are you an I2 member?

9. Who is your Internet Service Provider (ISP)?
10. Where do you obtain Domain Name Server (DNS) information? DNS servers resolve a URL to an IP address. In
some cases customers have incorrect DNS information for search.ebscohost.com (or search.ebscohost.com (or
search.epnet.com)). Please run pings and trace routes to us (either to our URL - search.ebscohost.com (or
search.epnet.com) - or to our IP address - 140.234.252.11). Please see information on how to run a ping.