Information for IT Departments Regarding Caching with Proxy Servers

In July/August 2012, we introduced global virtual servers as well as the ebsco-content domain and the global.ebsco-content.com service. The purpose of adding these new EBSCOhost access points is to improve response times for EBSCOhost users.

If you are using a proxy server, such as EZProxy, you are not required to pass requests through your proxy server to ensure that they come from a valid IP address because authentication is only required for the EBSCOhost application itself. The EBSCOhost application is not running at these remote data centers. They are simply delivering static files for the application interface (JavaScript, CSS, and images) that do not need authentication, or content images that are protected with a timestamp in the URL.

With this in mind, please also consider the following information when setting up your proxy server to ensure optimal response times.

If you are using a non-caching proxy server (e.g. EZProxy, Innovative Interfaces):

You can let your users connect to the ebsco-content.com domain. This will reduce the load on your proxy server and, for off campus / at home users, it will decrease network traffic.

If you are using a caching proxy server:

You may want to take your geographic location into consideration when deciding on whether or not to cache requests to the ebsco-content.com domain.

For example, if you are an institution outside of the United States, you might want to enable caching on requests to the ebsco-content.com domain so that repeat requests (e.g. JavaScript and CSS files) can be served up from the local cache, further improving performance.

However, if you are a United States-based online university with most of your users distributed throughout the country, you might want to let users connect directly to the ebsco-content.com domain so that these requests are not funneled through your institution’s proxy server. If all requests went through your proxy server, network traffic would increase and could degrade performance for your users.

To see the complete list of IP addresses and domains that should be added to your firewall exception list, see the following FAQ:

EBSCO IPs and Domains for Firewalls, Proxy Servers, and Whitelists