Troubleshooting Guide to Database Access

1. **If you are trying to access the databases via the Library web site, skip this step and go to step 2.**

If you are accessing the databases via StagWeb:

   a) **Are you able to log into StagWeb and get into your personal StagWeb page?**

   If not, consult the “Frequently Asked Questions” portion of the StagWeb site. Otherwise, contact the C&NS Help Desk at:
   - (203) 254-4000 ext. 4069
   - Or email them at helpdesk@fairfield.edu.

   b) **Click on the Library tab in StagWeb. Do you see options such as Database Passwords, Interlibrary Loan Request, 24/7 Chat Reference?**

   These resources are available only to currently registered students, faculty, and staff of Fairfield University. If you have a valid StagWeb account, belong to one of the aforementioned user groups, and cannot access these resources, please contact the C&NS Help Desk at:
   - (203) 254-4000 ext. 4069
   - Or email them at helpdesk@fairfield.edu.

   to have your permissions changed in the system.

   c) **When you select a Library Database with StagWeb, are you prompted to enter your NetID login & password?**

   This is normal if you are off-campus. Enter your NetID login & password once, and you should be able to readily access the Library databases.

   d) **After about 30 minutes time, does StagWeb appear to time out?**

   The default timeout for StagWeb is 30 minutes. You can extend the timeout up to 120 minutes by clicking on “My Account” toward the upper left-hand corner of the StagWeb window. You will see an option to “Change Timeout.” Select the timeout length that you would like, click on “Save Changes,” click on “Done,” and the problem should be resolved.

   If problem is not resolved go to step 2.

2. **Are you a currently registered student, faculty member, or staff member of Fairfield University?**

   If not, you will have to visit campus to access the Library databases. Off-campus access to Library Databases is limited to these user groups.

   If you belong to one of the aforementioned user groups, and cannot access these resources, please contact the C&NS Help Desk at:
   - (203) 254-4000 ext. 4069
   - Or email them at helpdesk@fairfield.edu

   to have your permissions changed in the system.
3. If you are unable to logon to the library databases using NetID although you could logon to StagWeb with your NetID:
   Go to netid.fairfield.edu and reset your password. StagWeb is caching old passwords and this issue is currently being addressed at the Administrative Computing.

   If your password is reset and you are still unable to logon to the library databases, please contact C&NS Help Desk at (203) 254-4000 ext. 4069 or email at helpdesk@fairfield.edu.

4. What version is your browser?
   Access to our remote databases generally requires Internet Explorer version 6.0 or higher or FireFox version 3.0 or higher. To check your browser version, click on Help from the browser Menu and then select the About option. If your browser version is below the above mentioned versions, please download a newer version from the Internet. Note: new versions of browsers are free.

5. If you are using Internet Explorer 8 and get the following message: "Do you want to view only the webpage content that was delivered securely?"

   Go to the Tools Menu, and select Internet Options

   Click the Security tab. The default setting for this is “Medium-high”

   Click on the Custom Level button.

   In Display mixed content area of listing, select the enable radio button.
Click OK to exit the dialog

Click OK to exit Internet Options dialog

Close the browser and restart IE8 (very important step).

6. Is JavaScript enabled?
Java Script must be enabled for the databases to work properly. Here’s how to enable Java Script:

If you are using FireFox follow these steps:
  Click on the Tools menu at the top of the browser
  Click on Options
  Click on Content icon at top
  Put a check in the box marked Enable JavaScript
  Click the OK button

If you are using Internet Explorer follow these steps:
  Click on the Tools menu at the top of the browser
  Click on Internet Options
  Choose Security tab
  Click button marked Custom Level
  Scroll down to the Scripting label
  Select Enable under the Active Scripting label
  Click OK button

7. Do you use Windows XP operating system? If so, you may need to clear your cache, cookies and history. Here’s how:

If you are using FireFox follow these steps:
  Click on the Tools menu at the top of the browser
  Click on Clear Recent History
  Put a check in the following boxes:
    Browsing & Download History
    Form & Search History
    Cookies
    Cache
    Active Logins
  Click the OK button

If you are using Internet Explorer follow these steps:
  Click on the Tools menu at the top of the browser
  Click on Internet Options
  Click on Delete under Browse History
  Click Delete All button under Delete Browse History
Click OK once or twice to exit back to your browser

8. After you enter your StagWeb login & password, are you prompted to enter a second password upon selecting a database? And does it appear as if this request is coming from the database itself (not another StagWeb login)?

If so,

• **Do you have a firewall installed on your computer?** Firewalls must be disabled. If you have Norton Personal Firewall, the Privacy Control must be turned off.

• **You may be refusing the cookies used to identify you as a valid user.** Your browser must accept cookies for the connection to the desired database to occur. To be sure your browser supports cookies and is enabled to accept them, do the following.

  If you are using FireFox follow these steps:
  Click on the **Tools** menu at the top of the browser
  Click on **Options**
  Click on **Privacy** icon at top
  In the drop-down box of FireFox will, select **Remember History**

  If you are using Internet Explorer follow these steps:
  Click on the **Tools** menu at the top of the browser
  Click on **Internet Options**
  Click on **Privacy Tab**
  Move setting button down to **Accept All Cookies** (the default setting is **Medium**)
  Click **Apply** and then click **OK**.

**IF YOUR PROBLEM IS NOT RESOLVED, DO NOT HESITATE TO CALL THE REFERENCE DESK AT 203-254-4000, EXT. 2178 FOR ASSISTANCE.**