Information for staff supporting webfeat

> ⓘ **Problems with Find it! should be reported to LIBIT-L**, who will in turn contact WebFeat as needed.

Find it support issues

PROBLEM: No hits, or a failed search (error message) for a database. This may occur for a number of reasons:

- There may be a problem with the WebFeat connector for the database. These problems can occur for a number of reasons, but are typically due changes to the native interface that WebFeat has not yet adjusted for.
- Simultaneous user limits may have been reached for a particular database.
- The database itself may be unavailable.

SOLUTION: Check the native interface in question. If the same error message is received there, the issue lies with the native interface itself. If the native interface works properly, but the error continues in WebFeat, alert WebFeat support with the database name and the error message received. Include any action that you have done, such as attempting to replicate the issue in the native interface.

PROBLEM: Cannot connect the Find it! interface. This could be due to a number of reasons:

- The user is on campus, but going through an obsolete link.
- The user is coming from off campus and cannot properly authenticate.
- WebFeat's system is down.

SOLUTION: Make sure user is using a current URL for access. The following URLs should send the user through CUL's CheckIP script that will allow them direct access from on campus and will give them a CU Web Login if they are off campus.:

- http://findit.library.cornell.edu
- http://resolver.library.cornell.edu/net/fa
- http://resolver.library.cornell.edu/net/fd
- http://resolver.library.cornell.edu/net/fi
- http://wfsearch.webfeat.org/clients/cornellu/wf3_cornellu.asp

This should function just like any other licensed networked resource. If the regular channels for dealing with networked resource access fail, contact WebFeat support.