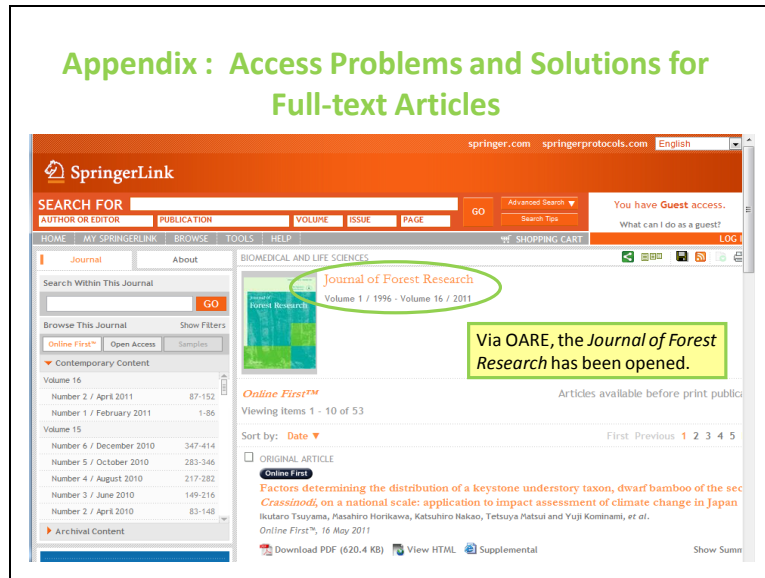


# OARE Access Problems and Solutions for Full-text Articles



This set of slides discusses ‘what could go wrong’ when attempting to open a full-text article. As is noted in the slide, we have opened the *Journal of Forest Research* and will attempt to open the contents of a current article.



Instead of viewing either the **Full Article (HTML)** or **PDF** versions of an article from Volume 16, Issue 2, we are redirected to this page of the SpringerLink. We are told ‘Access to this Content is Restricted’ and given the option to ‘Buy Online Access to this Article’. What has occurred is that

the publisher has not recognized your institution's authentication via the OARE login and will not grant access to the specific article. How should you proceed from this point?

## Possible Problems

Access problems can be caused by:

- 1) failure to properly **LOGIN** with the institution's **User Name/Password**
- 2) technical problems at the Publisher's website
- 3) Problems with local systems (configuration of user institution's firewall, configuration of browser) or
- 4) The publisher has not authorized access – mostly for Band 2 countries

## Institutional Firewall Problems

### **\*\*\*need IP address(es) for OARE**

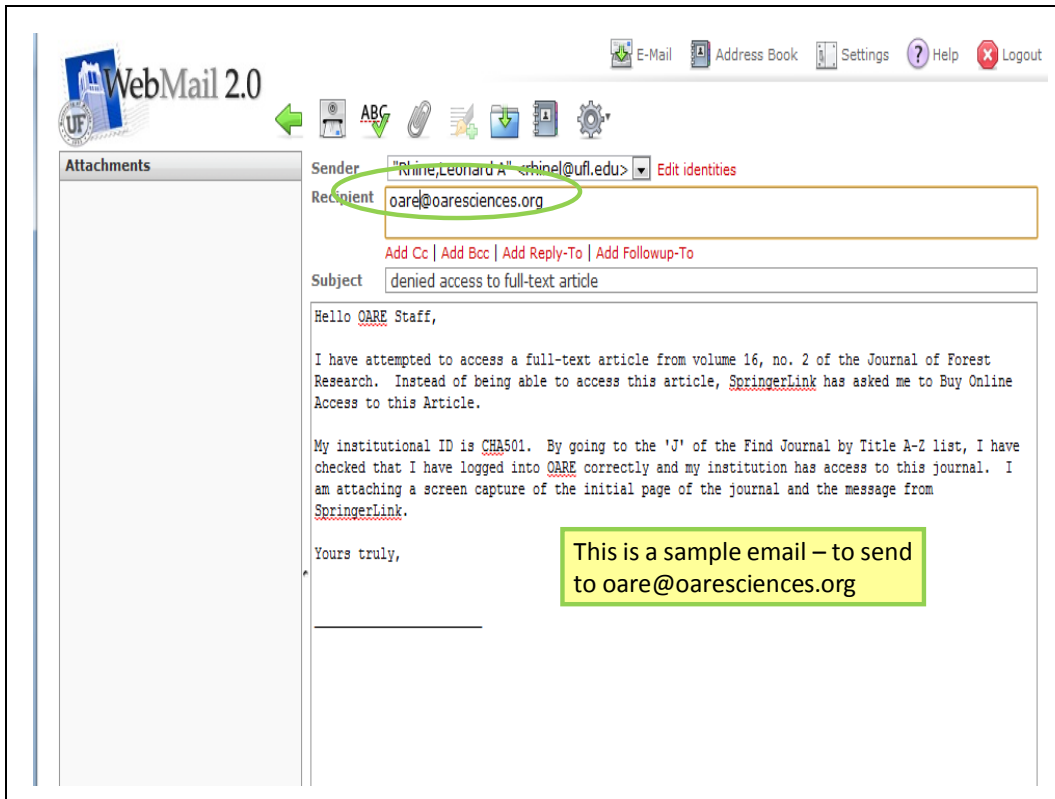
In this situation, a proxy server is blocked by the institution's firewall. Please check with your computer department to make sure the institution's firewall does not block proxy servers. The computer system must be able to access AGORA's proxy server. Insure that you are permitted access to AGORA's IP addresses 193.43.36.178 (portal) and 158.232.242.5 (authentication system) through your institution's firewall. Otherwise, you will not be able to login properly and access AGORA's full-text articles.

The screenshot shows a web browser window with the URL [login.oaresciences.org/whalecommoare.oaresciences.org/whalecomm0/content/en/browse\\_journal\\_titles.php?j\\_init=-](http://login.oaresciences.org/whalecommoare.oaresciences.org/whalecomm0/content/en/browse_journal_titles.php?j_init=-). The page displays a list of journals, each with a green square icon to its left. The journal titles and their volume/issue information are as follows:

- Journal of Financial Economics (Elsevier Journals) v. 37 (1995) - current issue
- Journal of Financial Intermediation (Elsevier Journals) v. 4 (1995) - current issue
- Journal of Financial Markets (Elsevier Journals) v. 1 (1998) - current issue
- Journal of Financial Research (John Wiley & Sons) v. 25 (2002) - current issue
- Journal of Financial Services Marketing (Palgrave Macmillan) v. 1 (2002) - current issue
- Journal of Financial Stability (Elsevier Journals) v. 1 (2002) - current issue
- Journal of Fire Protection Engineering (Sage Publishing) v. 17 (1999) - current issue
- Journal of Fire Sciences (Sage Publishing) v. 17 (1999) - current issue
- Journal of Fish Biology (John Wiley & Sons) v. 1 (1969) - current issue
- Journal of Fish Diseases (John Wiley & Sons) v. 1 (1977) - current issue
- Journal of Flood Risk Management (John Wiley & Sons) v. 1 (2008) - current issue
- Journal of Flood Risk Management (John Wiley & Sons) v. 1 (2008) - current issue
- Journal of Fluids and Structures (Elsevier Journals) v. 9 (1995) - current issue
- Journal of Food Engineering (Elsevier Journals) v. 24 (1995) - current issue
- Journal of Forecasting (John Wiley & Sons) v. 15 (1996) - current issue
- Journal of Forest Economics (Elsevier Journals) v. 8 (2002) - current issue
- Journal of Forest Research (Springer) v. 8 (2003) - current issue
- Journal of Functional Analysis (Elsevier Journals) v. 127 (1995) - current issue
- Journal of Futures Markets (John Wiley & Sons) v. 16 (1996) - current issue
- Journal of General Plant Pathology (Springer) v. 66 (2000) - current issue
- Journal of Generic Medicines (Palgrave Macmillan) v.7 (2010) - current issue
- Journal of Genocide Research (Academia Mexicana de Cirugía) v. 1 (1999) - current issue
- Journal of Geodesy (Springer) v. 71 (1997) - current issue
- Journal of Geodynamics (Elsevier Journals) v. 19 (1995) - current issue
- Journal of Geographical Sciences (Springer) v. 16 (2006) - current issue
- Journal of Geography (Taylor & Francis) v. 96 (1997) - current issue
- Journal of Geography in Higher Education (Taylor & Francis) v. 21 (1997) - current issue
- Journal of Geological Research (Hindawi Publishing Corporation) 2009 through current

A yellow text box with a green border is overlaid on the right side of the list, containing the text: "In OARE, the *Journal of Forest Research* is in the **J** section of the **Find journals by title A-Z** list. We have confirmed that you should have access to this journal." The entry for "Journal of Forest Research" is also circled in green.

By going to the **J** list of the **Find journals by title A-Z** list, a user can confirm that he or she has logged in correctly (see the [login.oaresciences.org/whalecomm...](http://login.oaresciences.org/whalecomm...) address) and that the *Journal of Forest Research* should be available via OARE (the box is green). Note that the available volumes are listed (in this case, v.8 2003 – current issue). It is possible that you are looking for a issue that is not available electronically.



We now think that the problem is between the publisher and OARE– that the publisher is not recognizing the OARE authentication correctly. This is a sample email that could be sent to [oare@oaresciences.org](mailto:oare@oaresciences.org) Note that the email lists the volume/issue, name of journal and what occurred. Also listed is the institutional username and what steps you have taken (to confirm proper registration and that the journal should be available). Screen captures of the pages from the publisher can be attached (as the url is very useful to the OARE staff). Examples of such screen captures would be the 1<sup>st</sup> two slides of this appendix. How to create a 'screen capture' is discussed in the following slide.

## Screen Captures

To create 'screen captures':

- display the screen you want (from the Internet)
- click on the 'print screen' key
- open the 'paint' program and paste the image (control/v)
- edit the image (use the 'select' icon to limit content)



- copy again (control/c) and paste in document or slide

Note: you can skip the 'paint' program step and paste the screen capture directly into the document.

Practice how to create screen captures. This also will be useful to change slides for presentation or training at your institution.

**You have completed all the  
components of the OARE Short  
Course.**

As noted, you have completed the OARE Short Course. We expect that you have learned the baseline skills necessary to effectively and efficiently obtain full-text articles from OARE.