Problems with using the Lexis-Nexis Database

Some patrons are experiencing problems accessing data in Lexis-Nexis from off-campus; the vendor’s solution of clearing the proxy cache has done nothing. We are pursuing other avenues.

Possible Resolution:  As of Monday Mar 5, 2012 Lexis-Nexis Tech support reports: I’m happy to announce that our technology services team found the solutions to the IE 8/IE 9 and proxy issues we have been experiencing over the last few weeks. The fix was implemented on Saturday night and should be live as we speak. If possible, please clear your browser cache and confirm that LexisNexis Academic is now working properly for your institution, specifically your remote proxied users.

PLEASE NOTE: The problems depend on what you’re trying to do, and they seem to be more related to LexisNexis Academic's programming than specifically to the proxy, as it is possible to produce blank screens in the product with or without the proxy involved, on every browser/version. There's been a discussion about this on the LexisNexis Academic mailing list, and LN support is aware of the issue and seeking feedback. We are working with our vendors to resolve this issue.

In the meanwhile, if you have problems using the Lexis-Nexis database after logging in, please consider the following:

1) The problems usually occur when refreshing pages and/or using the browser’s navigational buttons instead of LN's navigational links. Depending on the browser, a Shift-refresh or Ctrl-refresh often restores things, but typically puts you back at the starting screen.

2) Make certain that your web browser (Internet Explorer, Firefox, Safari, etc.) allows both cookies and JavaScript. (Check in Options)

3) Clear your cache (in IE go to Tools > Internet Options> General > Browsing History; in Firefox, Go to Tools > Options> Advanced > Network > Offline Storage)

4) Try a different browser. If you’re using IE, try Firefox (www.getfirefox.com) or Chrome; If you’re using Safari, try Firefox instead. FIREFOX seems to work better generally, as does ON-CAMPUS access, but success is NOT guaranteed even with this setup.

5) According to the LNA mailing list, there are problems specifically when using IE9, but Google Chrome (http://www.google.com/chrome) seems to work well.

6) Log out and back on again and see if it works.

7) CONTENT ADVISER in Internet Explorer should be disabled.

8) Popups should be enabled for the site.

9) If you get prompted for a Lexis-Nexis logon, you are encountering a problem, call the library at 443-840-2720 and let us know. The ONLY login you should need is your CCBC login.