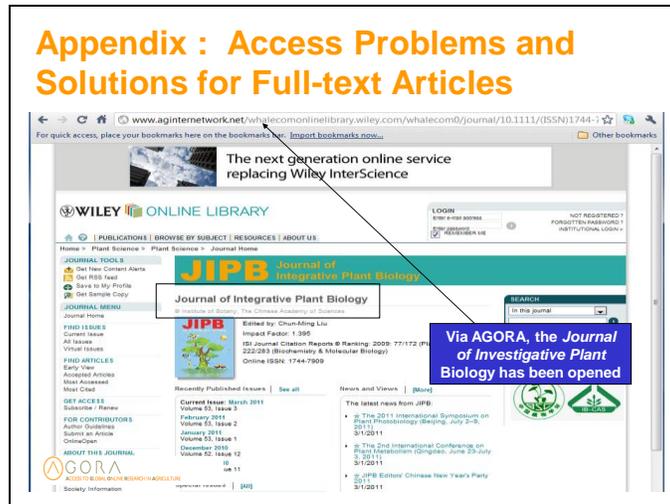
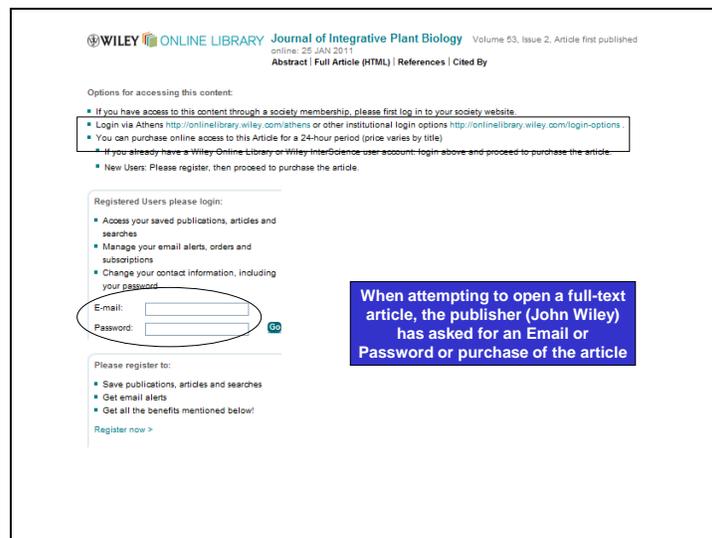


# AGORA - Access to Global Online Research in Agriculture

## Appendix: 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 Investigative Plant Biology* 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 53, Issue 2, we are redirected to this page of the Wiley Online Library. Registered Users are asked for an email and password and the AGORA Username and Password WILL NOT work. The other option is to ‘purchase online access.’ What has occurred is that the publisher has not recognized your institution’s authentication via the AGORA login. How should you proceed from this point?

## Possible Problems

Access problems can be caused by:

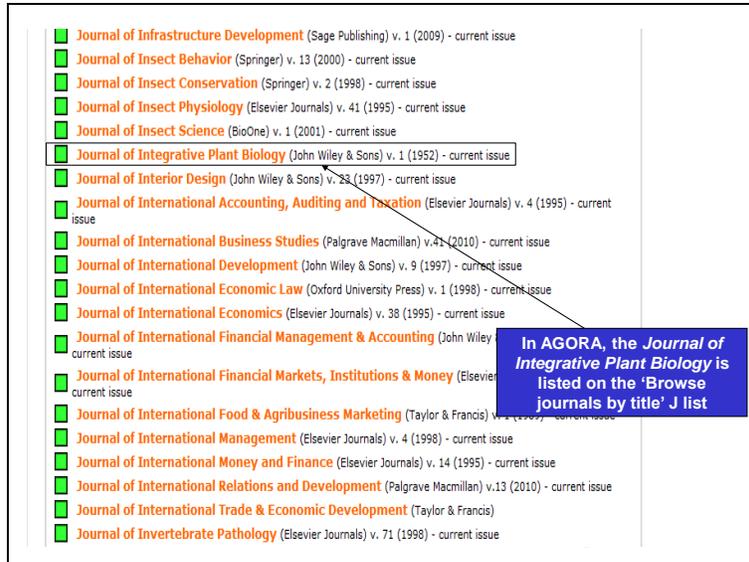
- 1) failure to properly **LOGIN** with the institution's **User Name/Password**
- 2) technical problems at the Publisher's website
- 3) Problems with local systems (configuration of user institution's firewall, configuration of browser) or
- 4) The publisher has not authorized access – mostly for Band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



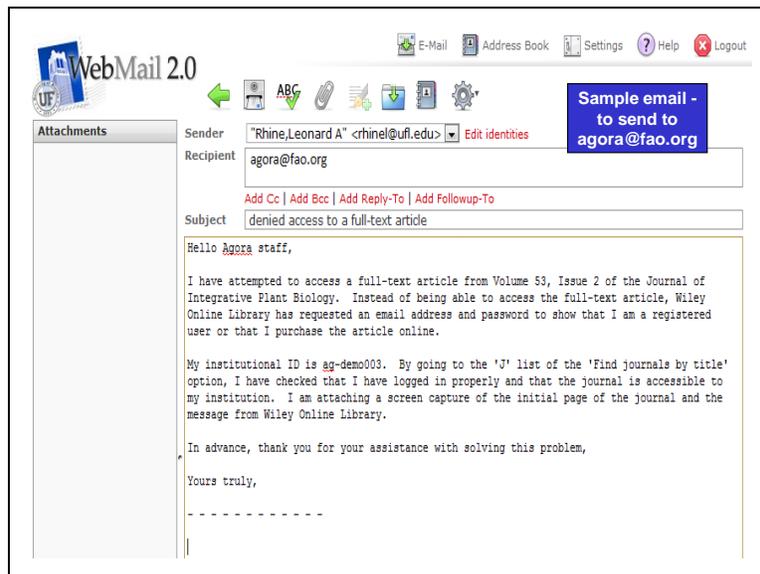
## Institutional Firewall Problems

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.





By going to the 'J' list of the **Journals collection A-Z list**, a user can confirm that he or she has logged in correctly (see the [www.agintenetwork.net/whalecomm...](http://www.agintenetwork.net/whalecomm...) address) and that the *Journal of Integrative Plant Biology* should be available via AGORA.



We now think that the problem is between the publisher and AGORA – that the publisher is not recognizing the AGORA authentication correctly. This is a sample email that could be sent to [agora@fao.int](mailto:agora@fao.int) 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 AGORA 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.