

Vendor and publisher access issues

This page contains information on known issues, and the status of access to resources for the last 2 months.

Date Created	Ticket Number	Service provider	Resource	Issue	Status	Latest update (Date)
21st October 2021	OASD-16260 OASD-16255	Taylor and Francis	Taylor and Francis Online	Redirector or WAYFless links loop users back to the WAYF. But users are authenticated.	Publisher issue	Update (22nd October 2021) - We have been advised that a fix is being tested today with an intention to release it on Monday 25th October.
18th October 2021	-	National Academy of Sciences	<i>The Proceedings of the National Academy of Sciences</i> (PNAS)	PNAS are migrating to the Atypon platform in early 2022.	Publisher issue	Update (18th October 2021) - We're working the publisher to ensure a smooth transition. PNAS have a migration FAQ available: https://www.pnas.org/new-website
29th September 2021	OASD-15754 OASD-15907	CNKI	CNKI Databases	Users are unable to download PDFs from the database.	Publisher issue	Update (18th October 2021) - We're working with the publisher to resolve this issue.
29th September 2021	OASD-15895 OASD-15896	AIP	Scitation	Customers are receiving access denial messages or login loops after sign-in.	Publisher issue	Resolved (6th October 2021) - The publisher has confirmed that they've resolved this issue.
28th September 2021	OASD-15731 OASD-14933	Thomson Reuters	Checkpoint Edge	Some customers are unable to access Checkpoint Edge, or are unable to load some elements of the product pages.	OpenAthens issue	Resolved (29th September 2021) -We've worked with our 3rd line team to release a fix for all customers and this is now complete. Please log or update your ticket if you need further help.
27th September 2021	OASD-15536 OASD-15488 OASD-15676 OASD-15733 OASD-15772	InfoBase	A range of InfoBase products including Issues & Controversies, Facts on File, Blooms	Access to some InfoBase products is unavailable.	Publisher issue	Resolved (28th September 2021) - We've worked to establish technical changes made by InfoBase and have released a fix for all InfoBase users. Please log or update your ticket if you need further help.
20th September 2021	OASD-15583	IHS	IHS Markit	IHS Markit are migrating to a new website in September 2021. https://ihsmarkit.com/Info/knowledge-workspace-resource-center/migration-status.html	Publisher issue	Update (23rd September 2021) - IHS are migrating non- SSO/OA customers first. We'll work with them to ensure OA customers are migrated as smoothly as possible. Current access links remain the same.
10th August 2021	OASD-14819	AAAS	AAAS Journals	AAAS are migrating to a new website in August 2021. Migration checklist: https://www.sciencemag.org/about/new-science-website/launch-checklist and FAQ https://www.sciencemag.org/about/new-science-website/migration	Publisher issue	Resolved (3rd September 2021) - The publisher has confirmed that access issues due to the migration have now been resolved. Update (11th August 2021) - If you are using <i>restrictive mode</i> or MyAthens there's a new resource to allocate 'AAAS Journals' .
10th August 2021	OASD-14763 OASD-14614	ASTM	ASTM Compass	ASTM have launched a new platform and asked customers to make the necessary updates.	Publisher issue	Update (10th August 2021) - If you are using <i>restrictive mode</i> or MyAthens there's a new resource to allocate 'ASTM 2.0'.
5th August 2021	OASD-14749 OASD-14509 OASD-14727 OASD-14786 OASD-14705 OASD-14808 OASD-14840	Academy of Nutrition and Dietetics	Nutrition Care Manual	Customers are receiving a 502 error when accessing Nutrition Care Manual	Publisher issue	Update (5th August 2021) - We have worked with the publisher to assess the issue. The publisher is unable to undertake development work, but if customers are able to obtain/use sso.cfm links from the publisher these are more likely to work.
4th August 2021	OASD-14892	APA	PsycNet	Users accessing PsycNet are unsuccessful on the first login attempt, but subsequent attempts are successful.	Publisher issue	Update (28th October 2021) - We're working with the publisher to resolve this issue.
19th July 2021	OASD-13307	Cambridge University Press	Higher Education from Cambridge University Press	The new Higher Education site from CUP https://www.cambridge.org/highereducation/ does not work with the redirector.	Publisher issue	Update (15th October 2021) - We're working with CUP, this is currently with their dev team with no ETA for a fix.

19th July 2021	OASD-14293 OASD-14647 OASD-14514 OASD-14303	Clarivate	Web of Science	<p>Web of Science moved to a new platform on 7th July 2021 https://clarivate.com/webofsciencegroup/release-notes/wos/new-wos-admin-faq/</p> <p>Clarivate are providing redirects, but an update is required to ensure the redirector works with their new site.</p>	Publisher issue	Resolved (11th October 2021) - We worked with the publisher to update the redirector.
24th March 2021	OASD-10096 OASD-13002	American Academy of Pediatrics	AAP Point-of-Care Solutions	Deeplinking is unavailable.	Publisher issue	Update (24th March 2021) - Deeplinking is currently unavailable. The publisher is working on this functionality. Redirector or WAYFless links to product homepages (e.g. https://go.openathens.net/redirector/test.org?url=https://solutions.aap.org) will work.
10th March 2021	OASD-10726 OASD-12613 OASD-12824	Rittenhouse	R2 Digital Library	<p>OpenAthens sign-in at https://www.r2library.com/Authentication/AthensLogin is currently unavailable; access via https://www.r2library.com/ ('Athens log in') works.</p> <p>In addition deeplinking is unavailable.</p>	Publisher issue	Update (9th April 2021) - Sign-in issues have now been fixed by the publisher. They are working on restoring deeplinking.