
Summon: Troubleshooting "Server Not Found" Errors and Local ISP Issues

- **Product:** Summon
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How do I troubleshoot 'server not found' errors when trying to connect to Summon, or other errors indicative of a local ISP problem, when there are no reports of Summon outage?

In the event that you or your library's patrons cannot access the Summon service, please follow these steps to troubleshoot the issue.

First verify that internet access is working. Can you connect to other web sites (for example, <http://www.serialssolutions.com>)?

- If you cannot connect to other web sites, then the problem is within the your library's network internet connectivity. Please contact your library's IT department to resolve the problem.
 - If you have internet access, proceed with the troubleshooting process below.
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Troubleshooting Process

Follow these steps to gather some information about the issue, which will help when you contact us for assistance:

1. Record the following information about your Summon session:

- Time of day, including time zone
- Operating system of the computer you're using
- Internet browser you're using

The instructions in the rest of these steps assume you are using a computer with the Windows operating system. If you use a computer with a different operating system (OS X, Linux, or others), you will need to figure out how to get similar information.

2. Verify that DNS is working:

1. Open a command prompt. To do this, go to the **Start Menu**, type **Run** (and click Enter), and then type **CMD** (and click Enter).
2. At the command prompt, enter the following:
nslookup MYDOMAIN.summon.serialssolutions.com
where MYDOMAIN is replaced by your library's Summon identifier.
3. If the above command returns results like below, then DNS is working:

Server: Unknown

Address: 172.16.198.2

Non-authoritative answer:

Name: www.iad1.summon.serialssolutions.com

Address: 165.193.78.35

Aliases: MYDOMAIN.summon.serialssolutions.com

4. Record the results.

3. Verify the traceroute:

1. Open a command prompt.
2. At the command prompt, enter the following:
tracert MYDOMAIN.summon.serialssolutions.com
where MYDOMAIN is replaced by your library's Summon identifier.
3. Record the traceroute results.

NOTE: Traceroute results will vary and might not return results, depending on your local network configuration, ISP and firewalls.

4. Ping the server:

1. Open a command prompt.
2. At the command prompt, enter the following:
ping -n 5 MYDOMAIN.summon.serialssolutions.com
where MYDOMAIN is replaced by your library's Summon identifier.
3. Record the ping results.

5. Use the **Support Portal** option at the top of this page to submit a request for assistance. Please include the information you recorded in steps 1-4 above. Our Support Team will use this information to troubleshoot your library's access to the Summon service and will respond as quickly as possible.

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