



Checklist: managing Artstor remote access

You can always find the latest details about remote access on the [Artstor Support site](#).

Managing remote access methods can get tricky, but we're here to help! We pulled together some common troubleshooting tips for you.

If you experience any issues, don't hesitate to contact us at support@artstor.org.

Remote Access Method	Troubleshooting Checklist
Referring URL	<ul style="list-style-type: none"> <input type="checkbox"/> Are you using this specific Artstor reference URL? <code>http(s)://library.artstor.org/refer</code>
Proxy Servers	<ul style="list-style-type: none"> <input type="checkbox"/> Is your Artstor Proxy Stanza up-to-date? <input type="checkbox"/> Contact us to confirm we have your correct IP address and Proxy URL
Shibboleth/SAML	<ul style="list-style-type: none"> <input type="checkbox"/> Do you belong to one of our support federations? <input type="checkbox"/> Are you releasing these required SAML attribute values in the metadata? <ul style="list-style-type: none"> <input type="checkbox"/> <code>eduPersonScopedAffiliation</code> OR <code>eduPersonEntitlement</code> <input type="checkbox"/> <code>urn:oid:1.3.6.1.4.1.5923.1.1.1.10</code> OR <code>urn:oasis:names:tc:SAML:2.0:nameid-format:persistent</code>
VPN	<ul style="list-style-type: none"> <input type="checkbox"/> Contact us to confirm we have your correct IP address <input type="checkbox"/> Is *.artstor.org whitelisted?

Checklist last updated August 5, 2020