IP Address Activation Guide

PLS Access to Research

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Types of IP Addresses

- **Private** IP address is used inside a network, while a public one is used outside a network.
- **Public** IP addresses come in two forms: dynamic and static.

An IP address that remains the same is called '**static**'. When a device's IP address is assigned each time it restarts, this is known as '**dynamic**'.

To provide your library with access to the service, we need to activate your **static, public** IP address.

Locating your IP Address

The simplest way to find your public IP address is to search "*what is my IP address?*" via your search engine.

For Windows users

Open Start > Settings > Network & Internet and select "Properties" under the network you're connected to.

Your IP address will be listed next to "IPv4 address".

For Mac users

Open System Preferences > Network > Select your connection (Wi-Fi or Ethernet) and the information will be visible.

As we need all public IP addresses associated to the library, or libraries, we recommend requesting this information from your IT department.

Examples of IP Addresses

IPv6

You might also see an IP address expressed as IPv6.

For example,
2001:db8:3333:4444:5555:6666:7777:8888

IPv4

The most common IP address format is IPv4. This is a set of four numbers and each number in the set can range from 0 to 255.

For example, 192.158.1.38

An IP address with a '/'

An IP address with a '/' is a known as a subnet or CIDR range. For example, 193.6.90.0/29.

We cannot activate these directly and they must be converted back into standard formatting.

Please ask your IT department for the converted ranges.

Library Computers
(private IP)

Library Network
(public IP)

PLS Access to Research

Access to Research
(proxy network)

Publisher Database
(online resources)

User Experience
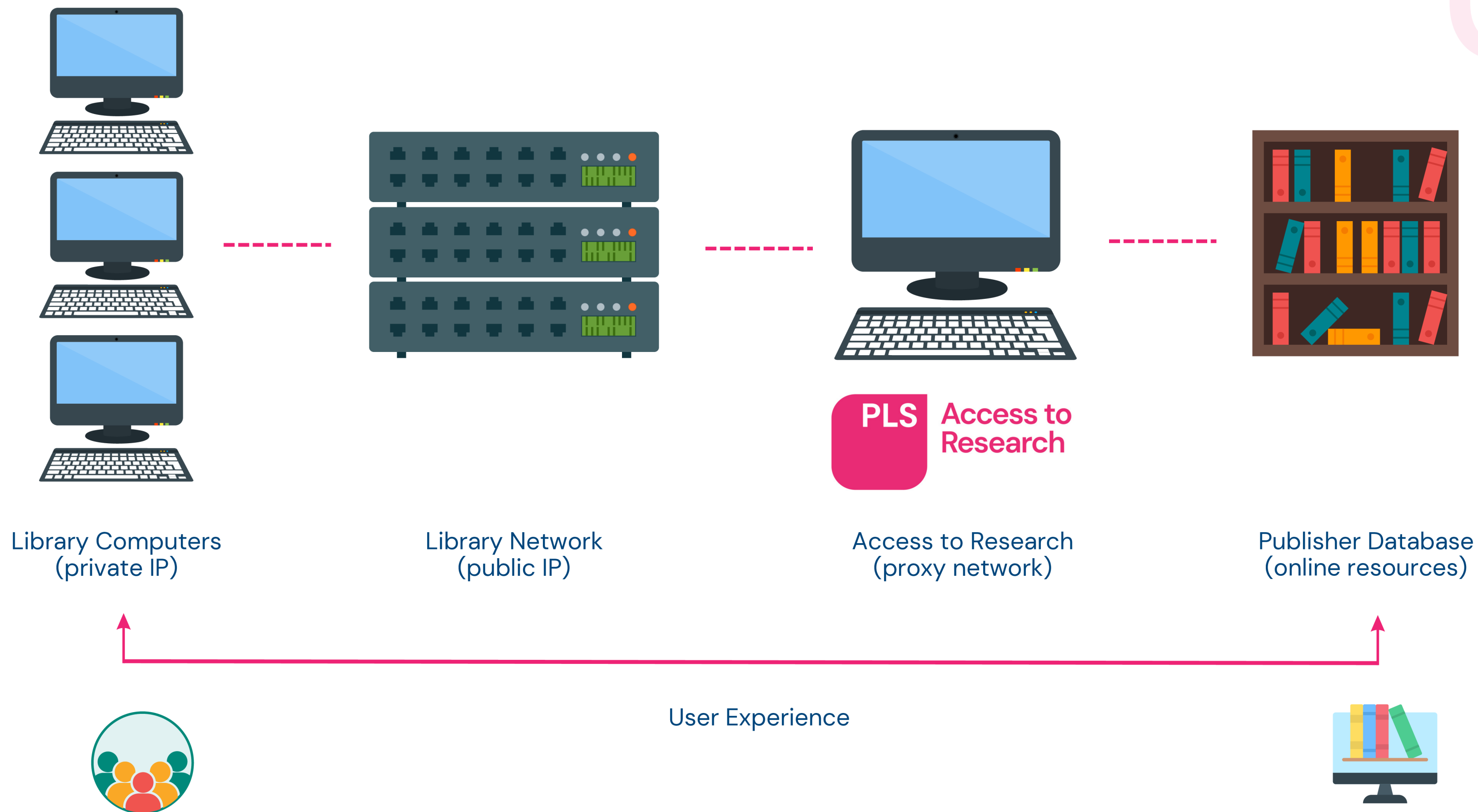
Troubleshooting FAQs

Q You told me the IP address I provided cannot be activated, why?

This is usually because you have provided a private IP address. Private IPs cannot be registered because they are for internal use only.

Alternatively, you may have provided us with a subnet or a range (please see page 4 of this document for more information on subnets and ranges).

**Q** You activated our IP address, but users are still seeing a log in page, why?

This may be because your public IP address has changed since we activated it. Please contact your IT department and ask them to confirm the public, static IP address for your network(s). Remember, we cannot activate dynamic IP addresses or ranges.

Alternatively, you might not have provided us all public IP addresses associated to the network(s) in your library. As such, your device might be trying to connect using an IP address that is not recognised by our proxy network.

Troubleshooting FAQs

Q We use a third-party security platform to manage connections between our devices, does this affect our connection to the service?

If you use a third-party security platform, please ask a member of your IT team to contact us at accesstoresearch@pls.org.uk

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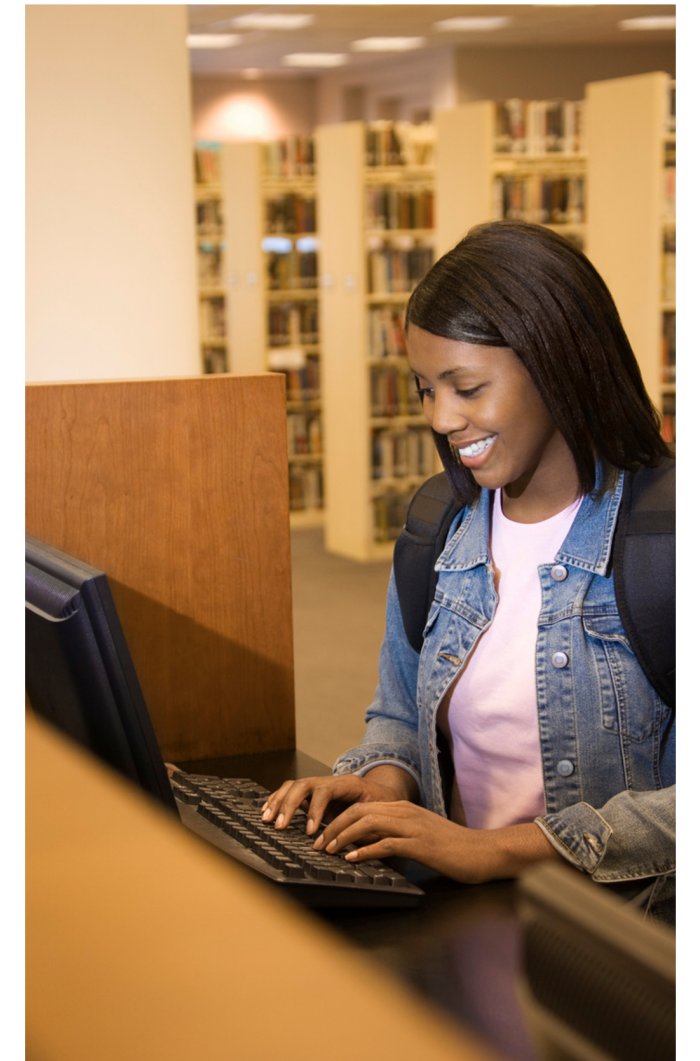
Any Questions?

We hope this guidance has helped you understand the IP activation process, but if you need further support, please contact us at
accesstoresearch@pls.org.uk

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