

IEEE *Xplore* 2.0 User Guide

IEEE *Xplore* Messages

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IEEE Xplore Messages

A denial message appears when you attempt to use a feature or view a document that you are not allowed to access given your current login status.

Login Messages and Denials

Login Denial

Most users need to log in to gain access to search functions and documents. If you are presented the Login page, and you are:

- | | |
|--|---|
| A Non-Member/Guest | You do not need to log in. You can perform a Basic Search of all brief Abstracts and access all tables of contents and brief Abstracts of all content available in IEEE Xplore. |
| An IEEE Member | Have you set up a username and password? IEEE members need to establish an IEEE Web Account before they can log in. Or, you may be attempting to access content for which you do not have a subscription. Click Access Information at the top to see which publications are in your subscription. |
| Employed by an IEEE Subscribing Institution | Are you required to log in to view your institution's subscriptions? Some institutions are identified by IP address. Check with your librarian or system administrator. Are you using your institution's username and password? Check with your system administrator or librarian to verify that it is correct. Finally, you may be attempting to access content for which your institution does not have a subscription. Click Access Information at the top to see which publications are in your institution's subscription. |

Invalid Login

IEEE Xplore did not recognize the username and password combination you entered. Please try again, using these guidelines:

- Usernames and passwords are case sensitive. Be sure the CAPS LOCK key is not depressed, and enter the username and password using the correct case.
- If you are copying and pasting your username or password from another source, be sure you are not including any extraneous characters, such as a trailing space.

If you are an IEEE Member and your IEEE Web Account username and password is not recognized, please contact IEEE member services at member-services@ieee.org for assistance.

Already Logged In

You have entered a username and password while already logged in to IEEE *Xplore*. Your existing session will be replaced when you log in again, and recent searches in your session history will be deleted.

Enter your login information to continue beginning a new session, or use your browser Back button to return to your previous session.

Request Invalid

A denial message appears if you attempt to view full text without authorized access. If you attempted to view full text and were denied, and you are:

A Non-Member/Guest You do not have access to full texts.

An IEEE Member You have access to the full text of *IEEE Spectrum*, any personal IEEE online subscriptions, any articles eligible for filing in your IEEE Member Digital Library File Cabinet (IEEE Member Digital Library subscribers only), and any articles available for single article purchase. If you receive a denial message:

- Try logging out and in again.
- Check that the document you are trying to access is included in your personal IEEE online subscriptions.
- Consider filing the document in your IEEE Member Digital Library File Cabinet, if you are an IEEE Member Digital Library subscriber.
- If you are employed by a subscribing institution and the document is part of the institution's subscription, log out of your IEEE Web Account and log into your institution's IEEE *Xplore* account to access the document.

Otherwise, please contact IEEE member services at member-services@ieee.org for assistance.

**Employed by an IEEE
Subscribing Institution**

You have access to the full text of all documents in your institution's subscription package. If you receive a denial message:

- Try logging out and in again.
- Check that the document you are trying to access is included in your institution's IEEE online subscription.
- Consider filing the document in your IEEE Enterprise File Cabinet, if your institution subscribes.
- Consider purchasing the document you are trying to access, if [Buy this document now](#) appears at the bottom of the login area.

Otherwise, please contact customer support at onlinesupport@ieee.org for assistance.

Search Invalid

A denial message appears if you attempt to use one of the search functions — Author Search, Advanced Search, CrossRef Search Pilot, or Searching within a Publication — without authorized access. If you attempted to perform a search and were denied, and you are:

A Non-Member/Guest

You do not have access to these search functions. You can use the browse and Basic Search functions.

An IEEE Member

You have access to all search and browse functions. If you are having trouble accessing one of these functions, your login may have timed out. Try logging in again, or try logging out and in again. If you still have difficulty, please contact IEEE member services at member-services@ieee.org for assistance.

**Employed by an IEEE
Subscribing Institution**

You have access to all search and browse functions. If you are having trouble accessing one of these functions, your login may have timed out. Try logging in again, or try logging out and in again. If you still have difficulty, please contact your librarian or system administrator.

Otherwise, please contact customer support at onlinesupport@ieee.org for assistance.

View Abstract Denial

Anyone can view an Abstract without logging in to IEEE Xplore. If you view an Abstract and you are:

A Non-Member/Guest You can view brief Abstracts but not the more detailed AbstractPlus.

An IEEE Member You have access to detailed AbstractPlus records if you log in. If you think you are already logged in, try logging out and in again. If you are still having difficulty, please contact IEEE member services at member-services@ieee.org for assistance.

Employed by an IEEE Subscribing Institution You have access to AbstractPlus records of documents included in your subscription if you log in. If you think you are already logged in, try logging out and in again. If you are still having difficulty, contact your system administrator or librarian.

Otherwise, please contact customer support at onlinesupport@ieee.org for assistance.

Concurrency Denial

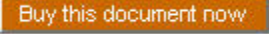
Your institution's subscription includes a limited number of concurrent connections. All connections are currently busy. Please try accessing IEEE Xplore again in a few minutes.

- You can browse tables of contents without logging in.
- If you are an IEEE Member, log in with your IEEE Web Account to access full text in your personal subscriptions.
- If you continue having difficulty logging in, contact your system administrator or librarian.

IEEE Member Digital Library Limit Exceeded

Your IEEE Member Digital Library File Cabinet already contains 25 documents for the current month. You cannot add any more documents to your File Cabinet until the first day of the next month.

If you are employed by an institution with an IEEE online subscription, you can log out and then log back in with your institution's login ID.

Alternatively, you may be able to purchase the document. Look for the  button.

Note: You cannot purchase the document in IEEE Xplore if it is an IEEE standard.

IEEE Enterprise Limit Exceeded

Your institution's File Cabinet already contains the maximum number of documents for its subscription. You can continue to access documents that are in the File Cabinet until the noted expiration date. To download additional documents, the institution's IEEE Enterprise account must be renewed.

Check with your institution's information professional or librarian to see if a copy of the document is available in your library.

If you are an IEEE Member and the document is in your personal subscriptions, you can log out and then log back with your IEEE Web Account to access the document.

Alternatively, you may be able to purchase the document. Look for the [Buy this document now](#) button.

Note: You cannot purchase the document in IEEE *Xplore* if it is an IEEE standard.