

# FAQ: OneSearch Error

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## I received an error after clicking “Next Set” or “View” in OneSearch.

This issue is caused by a security setting for cookies in Internet Explorer. Follow these instructions in order to view OneSearch results in IE:

- Go to the Tools drop-down menu.
- Select Internet Options.
- Click on the Privacy tab, then the Advanced button.
- On this window check "Override automatic cookie handling" and make sure to select "Third Party Cookies" -- "Accept".
- Close all instances of Internet Explorer.
- The next time you search in OneSearch, you will be able to view “Next Set” as well as “View” the full record.

NOTE: this will allow cross domain cookies to be read and poses a small security risk.

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If you encounter technical issues, browse the Help topics for solutions or contact the Hill Library. Call (877) 700-4455, (651) 265-5500, or fill out a [feedback form](#).

- If you contact us, please provide as much information as possible:
  - Which database or Web page is generating the problem?
  - What kind of an error message are you receiving?
  - Which operating system are you using (Windows XP, Windows Vista, Mac OSX)?
  - Which browser are you using (Internet Explorer, Firefox, etc.)?
  - What kind of an Internet connection are you using (dial-up, Cable, DSL, etc.)?
  - Do you have any network or PC firewalls?
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