

# FAQ: Browser Settings for ProQuest

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## Cookie Cutter settings

If you have used a ProQuest database before at another library or college, there may be some cookies or memory settings trying to “remember” you as a patron of that institution. Try these easy steps:

1. Exit HillSearch
2. Go to <http://www.il.proquest.com/cookiecutter>
3. Click “Click Here to Reset Your Browser”
4. Go back to HillSearch. Try to access ABI/INFORM, Star Tribune, or Wall Street Journal.

## Browser Connection Properties

If you have used a ProQuest database before at another library or college, but the “Cookie Cutter” instructions above didn’t work for you, there may be special settings in your Browser Connection Properties trying to connect you through that institution’s own network. See the following solutions for different browsers:

### Internet Explorer 4.x

From the Menu Bar, select View.  
Select Internet Options.  
Select the Connection Tab.  
In the "Automatic Configuration" box, click on Configure.  
In the space provided, see if anything is typed there. If so, delete.  
Click Refresh.  
Click the OK pop-up button.  
In the Options window, click on OK.

### Internet Explorer 5.x or 6.x

Dial-Up Modem Connection  
From the Menu Bar, select Tools.  
Select Internet Options.  
Select Connections.  
In the DialUp Settings box, highlight the name of your dial-up service.  
Select Settings...  
Look at the space provided directly under "Use Automatic Configuration Script." If there is something typed there, delete it.  
UNCHECK the box next to "Use Automatic Configuration Script."  
Click OK twice.

### Cable Modem or DSL Connection

From the Menu Bar, select Tools.  
Select Internet Options.  
Select Connections.  
Select LAN Settings.  
Look at the space provided directly under "Use Automatic Configuration Script." If there is something typed there, delete it.  
UNCHECK the box next to "Use Automatic Configuration Script."  
Click OK twice.

### Netscape 4.x

From the Menu Bar, select Edit, then Preferences.  
Click on the + sign or arrow next to "Advanced."  
Click on Proxies.

Look in the box after "Configuration Location (URL):" and delete any address that might be in there.  
Unselect Automatic Proxy Configuration.  
Click the Reload button.  
Click OK.

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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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