

# ESC JOURNALS ONLINE ACCESS ISSUE

A single sign on technology has been put place to allow users to login to the online journal websites using their My ESC login.

The following journals are impacted:

- European Heart Journal
- Europace
- European Journal of Echocardiography
- Cardiovascular Research

The technology put in place uses a technology named *referrer*, which allows the journal website to know that the user comes from the ESC website.

Some users reported that they were unable to get access to the journal websites despite they have successfully passed the ESC login page. This issue is due to their machine configuration. Indeed some privacy-controlling software like personal firewall blocks the *referrer* information.

## Symptom

The user enters his login on the ESC login page and passes successfully this step. The user is then redirected back to the journal sign in page and does not get access to the journal website.

## Applies to

The following instructions are applicable to users who run the following software:

- Norton Internet Security 2003, 2004, 2005 and 2006
- Norton Personal Firewall 2003, 2004, 2005 and 2006

**Note:** Other personal software firewalls may also block the referrer information.

**Note:** Users connecting via workplace networks may also be impacted if their corporate firewall blocks the *referrer* information

## Solution

**For users running Norton Internet Security 2003 or 2004, and users running Norton Personal Firewall 2004,** they may directly consult the Symantec website:

<http://service1.symantec.com/SUPPORT/nip.nsf/735050b77b1fcede88256bc7005c3bc6/b9b47ad7eddd343b88256c6b006a85a8>

**For users running Norton Internet Security 2006,** they can follow the following instructions.

1. Open Internet Explorer
2. Expand the menu of Norton Internet Security and click **Web Content Options...** (Figure 1)

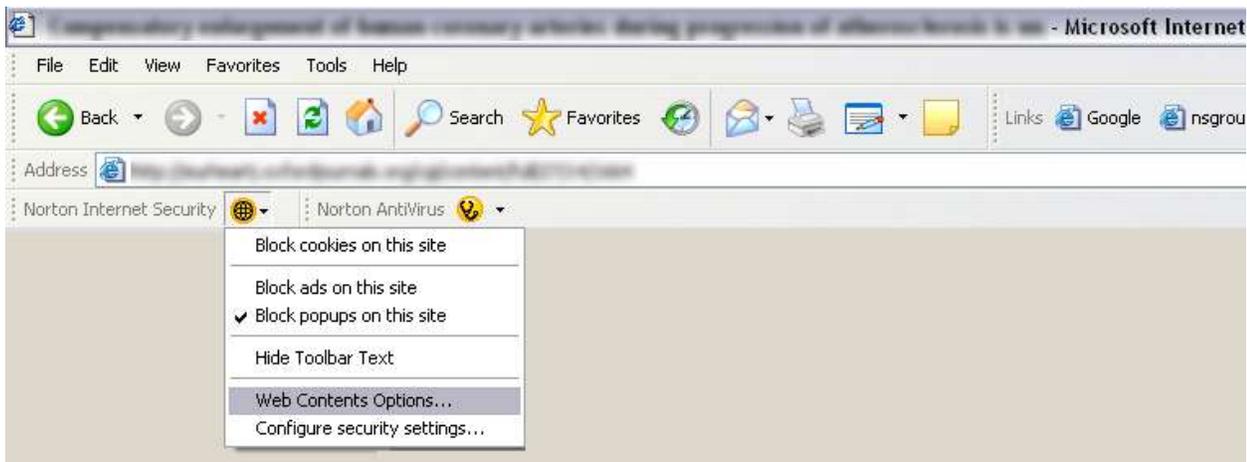


Figure 1

3. The Web Content Options window is opened (Figure 2)

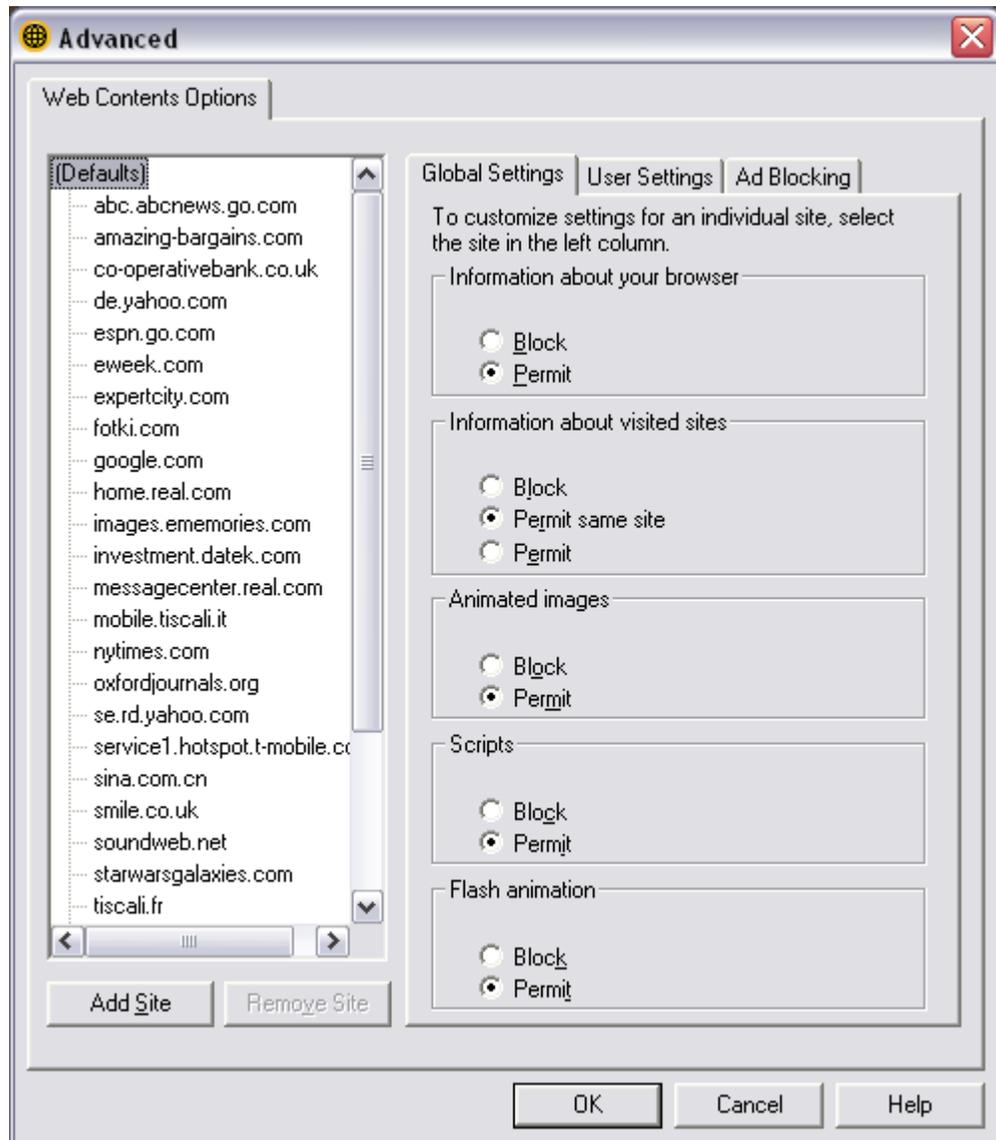


Figure 2

4. Click the **Add Site** button
5. The New Site/Domain window is opened (Figure 3)  
Enter oxfordjournals.org in the text field and click **OK**



Figure 3

6. Click the entry oxfordjournals.org you just created. Uncheck the option **Use default settings** for the section **Information about visited sites** and select **Permit** (Figure 4)

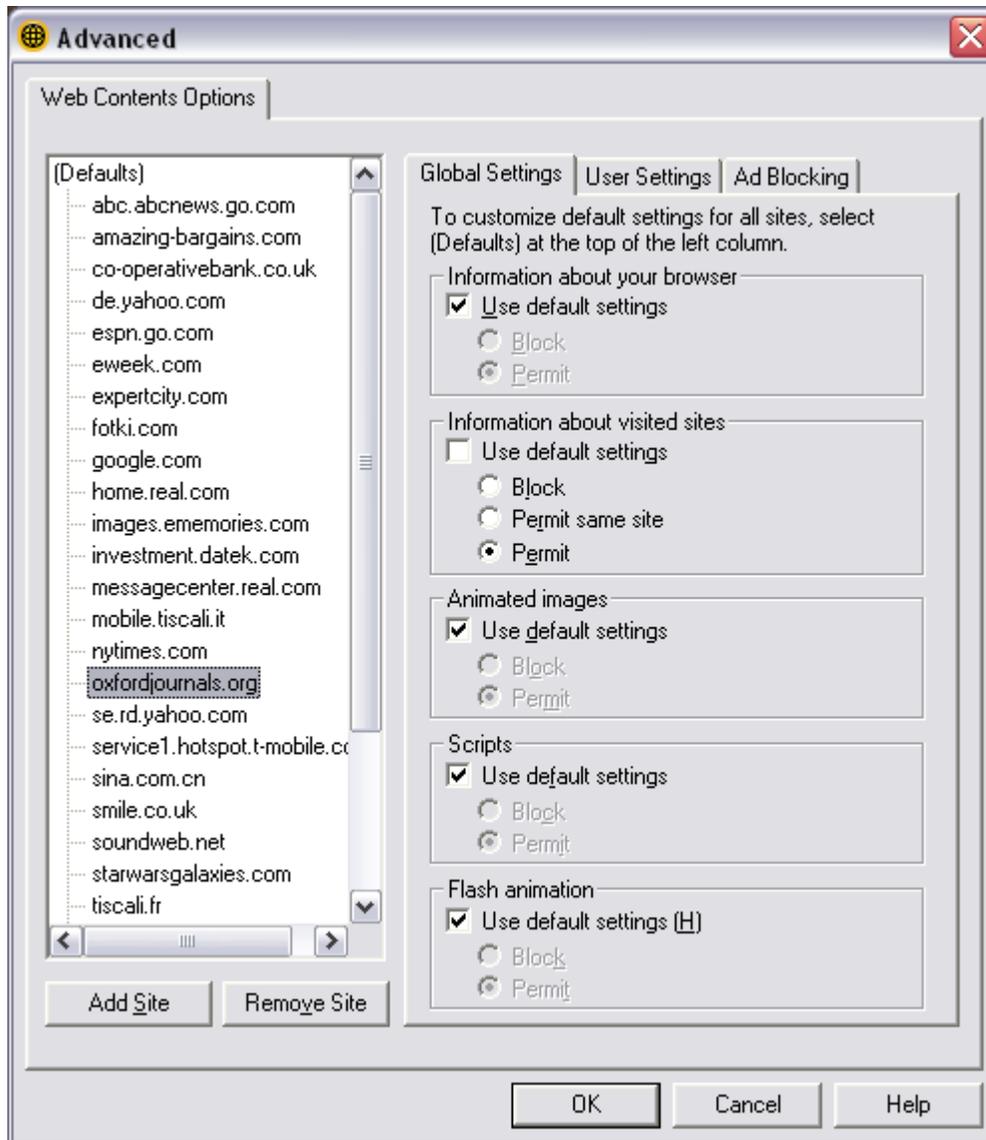


Figure 4