

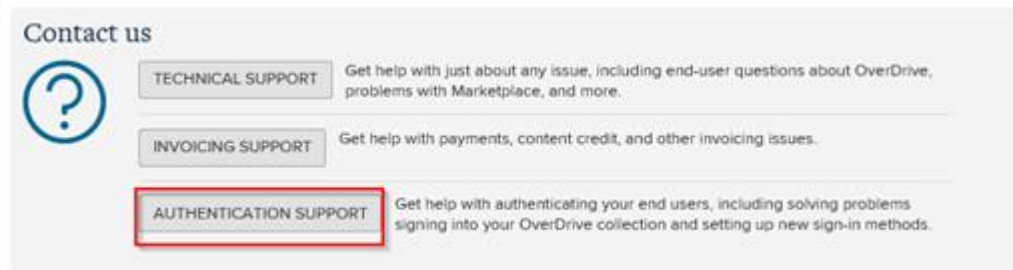
Using OverDrive Marketplace to report **Authentication Issues** to Overdrive support

Go to [OverDrive Marketplace](#)

Go to: Support tab > Authentication Support > Issue Category > Authentication Fails.



Then...



Then...

Support case

Required fields will change based on your selection for "Issue Category."

Fields marked by * are required.

* Your name

* Your email

* Issue category
Select this option if your users are unable to sign into your OverDrive collection. If this issue affects all your users, please check the box below. While we investigate this issue, please ask your IT team or ILS hosting company to review the server information below in your firewall settings.

Authentication Fails Remedy

- Select--
- Authentication Fails
- Card Management
- Card Rule Update
- Inquiry/Question
- IP/Port Change
- Maintenance
- New Participation Setup
- New Platform Setup
- Reporting
- Server Change
- Vendor Change

Before completing the form, check the Authentication Remedies first and be sure that these are not causing the issue.

 **Authentication Fails Remedies**

You may be able to resolve this issue quickly, without submitting a ticket.

First, please check that the IP and port that we are trying to connect to have not changed. If you haven't made any recent network changes, then the problem may be one of the following:

- A firewall is blocking the connection
- Your server is offline
- Your server or authentication service needs to be restarted

Please verify that TCP traffic for the following IP addresses are being allowed through your firewall:

Primary server:	Secondary servers:
207.54.136.106	207.54.137.114
	207.54.137.115

If signing in is still a problem or your IP/port have changed, we'll be happy to assist you. Please complete this form and let us know what steps you've tried. Be sure to use the checkbox indicating your site is experi

If these items are not causing the problem, Complete form with your name and email address and describe the issue you are experiencing. Be sure to include any error messages that may be showing, then click send.

Check this box if all users are unable to sign in.

Error message

Description of your issue

Please provide as much information as possible, so we can resolve your issue more quickly.

If you need to attach a screen capture of any error message you're receiving, or provide any other information that could assist in resolving your request, please reply to the confirmation email after you submit this form.

SEND

A member of the OverDrive Authentication Team will get back to you shortly.