

Troubleshooting Your Bibliography

If you receive an error message when processing your paper, here are a few things to check:

- 1- **Firewalls, pop-up blockers** and **third-party toolbars** may interfere with your ability to use RefWorks and/or Write-N-Cite.
 - a. Make sure any internet security or firewall software is specifically configured to allow RefWorks and Write-N-Cite (which appears as a separate program from RefWorks).
 - b. Disable all pop-up blockers (check browser and any third-party toolbars you may have installed in your browser).
- 2- Make sure all citation placeholders, the {{double curly brackets code you inserted into your paper}}, have **opening and closing double curly brackets {{ }}**. You can use the word processors "find" feature to easily check your placeholders.
- 3- Make sure **multiple citations** are separated by a semi-colon.
For example: {{39 Smith 2001; 57 Jones 2004}}
- 4- If you are using **in-text switches**, make sure the switch appears directly after the citation placeholder BUT before the semi-colon separator.
For example: {{39 Smith 2001/f p. 43; 57 Jones 2004}}
- 5- Make sure the **Reference ID numbers** you are citing in your paper, are in your RefWorks database. You may have inserted a {{double curly brackets citation code}} and then subsequently deleted the record from your account. RefWorks will be unable to locate a reference and this will cause your bibliography to fail.
- 6- Check your document to make sure it is not **password protected**. RefWorks cannot open password protected documents.
- 7- If you get an **error message not related to a specific Ref ID**, you can try copying your entire document and pasting it into a new, blank document. Save the new document and try formatting it in RefWorks.
- 8- If you are using Write-N-Cite to format your paper and you get an **error message immediately after you click on Bibliography** you should:
 - a. Close out of Write-N-Cite.
 - b. Log in to your RefWorks account.
 - c. Go to the Bibliography area and select your output style.
 - d. Browse to find your paper and click Create Bibliography.
 - e. If your paper formats properly, then your internet firewall or security software may be blocking Write-N-Cite.
 - f. Check any settings in your firewall software and set them to "allow" Write-N-Cite.
- 9- If your paper appears to be processing, but the **final copy does not display**, check your browser and operating system for pop-up blockers and disable them.
- 10- If you get a **time-out error** or have a **problem formatting a large paper** using Write-N-Cite, try processing the paper through your main RefWorks account.
- 11- **Norton Internet Security** users: if you have trouble generating a bibliography from within Write-N-Cite, check to make sure Write-N-Cite has "permission" to access the internet. To do this:
 - a. Open **Norton Internet Security**
 - b. Select **Personal Firewall** and click on the **configure** button
 - c. Select the **Programs** tab
 - d. Scroll down the list to find **Write-N-Cite**
 - e. In the Internet Access column, make sure access is set to **Permit**

- 12- **Windows XP Firewall** users: if you have trouble generating a bibliography from within Write-N-Cite, you will need to configure your firewall to allow Write-N-Cite as an exception. Here's how:
- Click on the **Windows Start** icon
 - Select **Control Panel**
 - Select **Windows Firewall**
 - Click the **Exceptions** tab
 - Click the Add Program box
 - A list of programs running on your computer will appear, locate **Write-N-Cite** and select it
 - If the program that you wish to add is not listed in the **Add a Program** box, click **Browse**
 - Click **OK**
- 13- **PC-Cillin** - how you can set the PC-Cillin Personal Firewall to allow specific programs:
- Open the PC-Cillin Internet Security main console by doing any of the following:
 - Click Start > Programs or All Programs > Trend Micro PC-cillin Internet Security 2007 > Main Console.
 - Double-click the PC-cillin Internet Security icon on the lower right corner of your screen.
 - Click Personal Network & Firewall Controls on the left panel.
 - Under Personal Firewall, click Settings...
 - Check the Current Firewall Profile indicated at the top of the screen.
 - Under Personal Firewall Profiles Available, click the profile indicated in Current Firewall Profile.
 - Click Edit. This opens the Add or Edit Personal Firewall Profile window.
 - Click the Program Control tab.
 - Click Add. This opens the Add or Edit Personal Firewall Control Rule window:
 - In the box beside Name of program control rule, type the name of the program that you want the Personal Firewall to allow or block.
 - Under Target, do either of the following:
 - To allow or block a specific program, select Specified program. Type its location in the box or click Browse then select the program file.
 - To allow or block Windows system files, select Operating system components.
 - Under Setting, select Simple Mode.
 - Select the action that the Personal Firewall will take for all connections of the specified program:
 - Select Allow to let the program connect normally with the Internet or your local network.
 - Select Deny to block the program from connecting to the Internet or your local network
 - Select Warn to display a message asking if you want to allow the program to connect.
 - Click OK.
 - Close the PC-cillin Internet Security main console.