

Dear

To be able to help you we need as much of the following information as possible:

- **LINK** number (9 digit), if known

1. which of our two servers did you use?

link.springer.de or link.springer-ny.com

2- which material did you try to download?

exact URL of the article or title of journal, volume, issue, first page,
format (pdf, postscript, html?)

3. when?

day, if possible also hour

4. Did you go to the full-text article by clicking through **LINK** (via journals' homepage, table of content, issue, abstract, and then to the full text)?

Or via our search engine?

Or did you use hyperlinking to the abstract of full text that was set up by someone else, like your library, or an agency, an abstracting and indexing service, etc? Which URL was given ?

5. What happened when you clicked on the link to the full text

Did an error message appear at once? What did it say? (exact text)

Or did a window pop up asking for user name and password (if then, please fill in user name and password because only then we are able to see in our logfiles why access has been denied)?

Which user name did you use?

Did you get an error message then? What did it say?

6. Which Browser do you use, which version of the Browser?

7. Which Version of the Acrobat Reader do you use to display the files in PDF format?

8. Finally, go to the following page

<http://link.springer-ny.com/servlets/SnoopServlet>

and copy the information listed on that page and send this to us, too; it contains information on your access data.

If we get as much information as possible we can look for a reason and solution.

With kind regards