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# 全國Reaxys學術授權

連線異常排除

2021.12.1



## 範例問題：

“我畫了一個結構，通常都有數十筆的搜尋結果，今天卻一直找不到？”

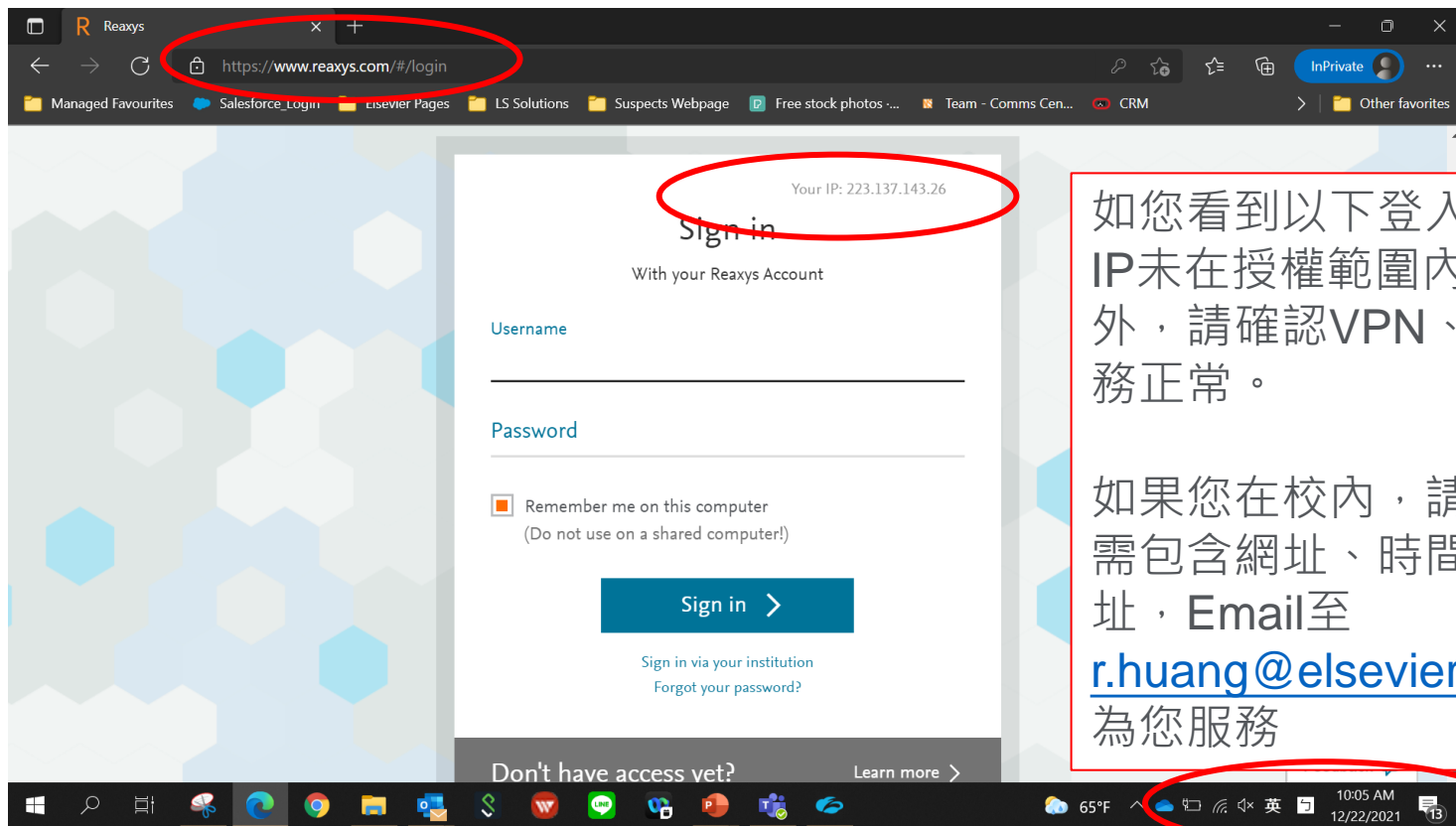
“我的連線出現異常，一直出現錯誤畫面”

**Reaxys使用瀏覽器Cookie來增強使用體驗，大多數的連線錯誤或異常與Cookie相關**

### 建議的解決方法：

1. 使用瀏覽器隱匿模式 (Ctrl+Shift+N)，確認您的IP在在授權範圍內
2. 清除瀏覽器Cookie來排除異常

打開瀏覽器，按下(Ctrl+Shift+N)，於網址列輸入[www.reaxys.com](https://www.reaxys.com)



如您看到以下登入畫面，您的IP未在授權範圍內，如您在校外，請確認VPN、ERMG等服務正常。

如果您在校內，請全銀幕截圖，需包含網址、時間戳記與IP位址，Email至[r.huang@elsevier.com](mailto:r.huang@elsevier.com)為您服務

打開瀏覽器，按下(Ctrl+Shift+N)，於網址列輸入[www.reaxys.com](https://www.reaxys.com)

The screenshot shows the Reaxys website interface. At the top, the browser address bar displays <https://www.reaxys.com/#/search/quick>. The website header includes the Reaxys logo, navigation links for Quick search, Query builder, Results, Retrosynthesis, and History, and buttons for Register and Sign in. A central banner reads "Search substances, reactions, documents and bioactivity data" with an "Import" button. A modal window is open in the center, featuring an icon of two hands and the text: "Stay-up-to-date in your field of interest with the latest journal and patent content". It prompts users to "Create an account or sign in to:" and lists benefits: "Set up alerts & save searches" and "Export your search results". "Sign in" and "Register" buttons are at the bottom of the modal. A red box on the right contains the text: "如您在授權IP範圍內，可順利看到以下歡迎畫面。". At the bottom, a footer message states: "Welcome to Reaxys. We use cookies to enhance your browsing experience. [Learn more](#)" with a "Got it" button.

Reaxys

Quick search Query builder Results Retrosynthesis History

Register > Sign in

Search substances, reactions, documents and bioactivity data

Import

Stay-up-to-date in your field of interest with the latest journal and patent content

Create an account or sign in to:

- Set up alerts & save searches
- Export your search results

Sign in Register

如您在授權IP範圍內，可順利看到以下歡迎畫面。

Welcome to Reaxys. We use cookies to enhance your browsing experience. [Learn more](#) Got it >

# 修復搜尋異常，清除瀏覽器Cookie與快取步驟 (Microsoft Edge)



The screenshot shows the Microsoft Edge browser window with the Reaxys website open. The address bar shows the URL <https://www.reaxys.com/#/search/quick>. The Reaxys website displays a search bar and various navigation options. The browser menu is open, showing options like New tab, New window, Zoom, Favorites, Collections, History, Downloads, Apps, Extensions, Print, Web capture, Share, Find on page, Read aloud, More tools, Settings, Help and feedback, Close Microsoft Edge, and Managed by your organization. The 'History' option is highlighted with a red circle and labeled with a red '2'. The 'More tools' option is also highlighted with a red circle and labeled with a red '1'.

Reaxys<sup>®</sup> Quick search Query builder Results Retrosynthesis History Ale

Search substances, reactions, documents and bioactivity  
in Reaxys, Reaxys Medicinal Chemistry, PubChem, SigmaAldrich and Commercial Substances

Search Reaxys

Substance Properties, e.g. [melting point of xylitol](#)  
AND

Content Overview | Latest update: 21. December 2021 >

179M 57M 86M 41M  
Substances Reactions Documents Bioactivities

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22.12.2021 10:15 AM 12/22/2021

# 修復搜尋異常，清除瀏覽器Cookie與快取步驟 (Microsoft Edge)



The screenshot shows the Microsoft Edge browser interface. The address bar displays 'edge://settings/privacy'. The left sidebar contains the 'Settings' menu with options like Profiles, Privacy, search, and services, Appearance, Start, home, and new tabs, Share, copy and paste, Cookies and site permissions, Default browser, Downloads, Family safety, Languages, Printers, System, and Reset settings. The main content area shows a privacy notice and 'Tracking prevention' settings. A 'History' menu is open, showing options: 'Open history page', 'Clear browsing data' (highlighted with a red circle and a red '4'), and 'Show history button in toolbar'. The background shows the 'Basic' tracking prevention setting selected.

Settings

Search settings

- Profiles
- Privacy, search, and services
- Appearance
- Start, home, and new tabs
- Share, copy and paste
- Cookies and site permissions
- Default browser
- Downloads
- Family safety
- Languages
- Printers
- System
- Reset settings

Hi Ryan, we value your privacy.

We will always protect and respect your privacy and control you deserve. [Learn about our privacy](#)

Tracking prevention

Websites use trackers to collect info about your browsing. Websites may use this info to show you personalized ads. Some trackers collect and send your info to sites you visit.

Tracking prevention

**Basic**

- Allows most trackers across all sites
- Content and ads will likely be personalized
- Sites will work as expected
- Blocks known harmful trackers

**Balanced** (Recommended)

- Blocks trackers from sites you've visited
- Content and ads will be personalized
- Sites will work as expected
- Blocks known harmful trackers

Blocked trackers

View the sites that we've blocked from tracking you.

History

- Open history page
- Clear browsing data
- Show history button in toolbar

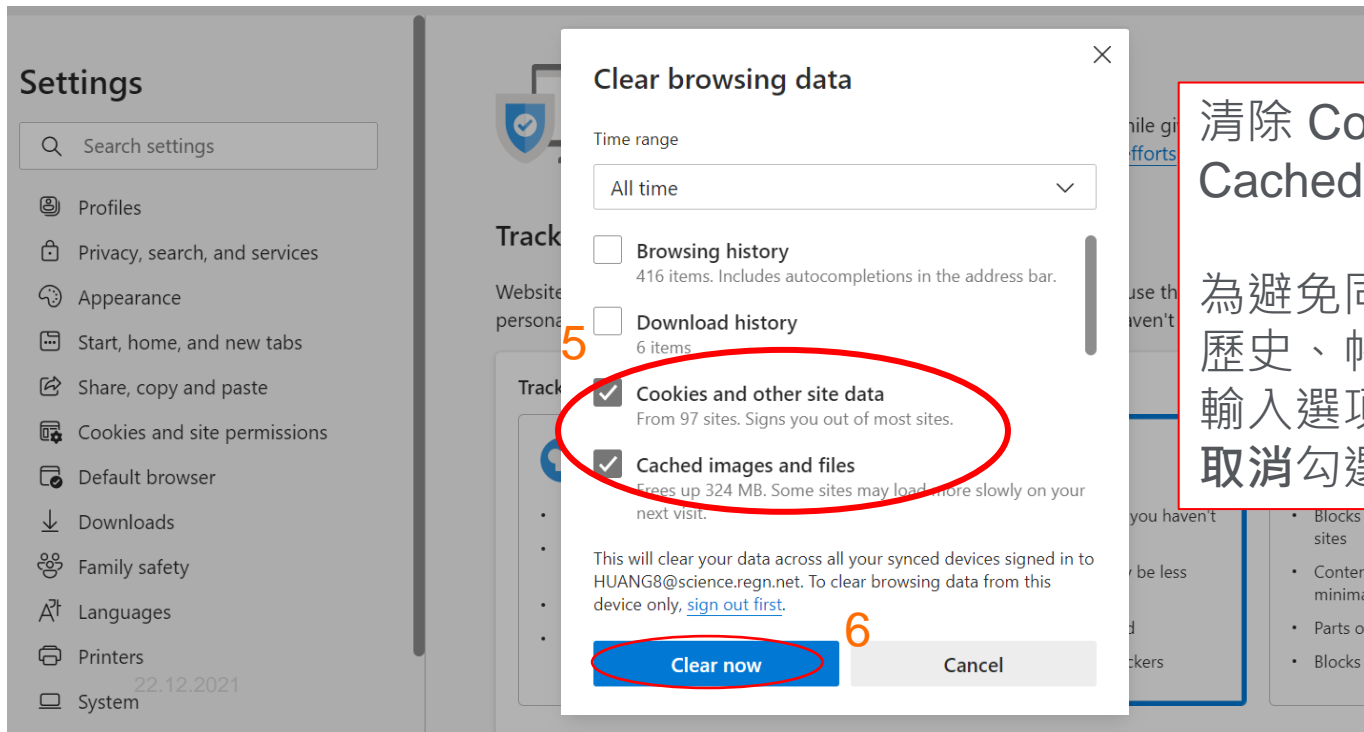
Elsevier (nonsolus.elsevier.net) and 4 more tabs

深入了解 Reaxys 教學工具及學習資源 and 5 more...

10:17 AM 12/22/2021



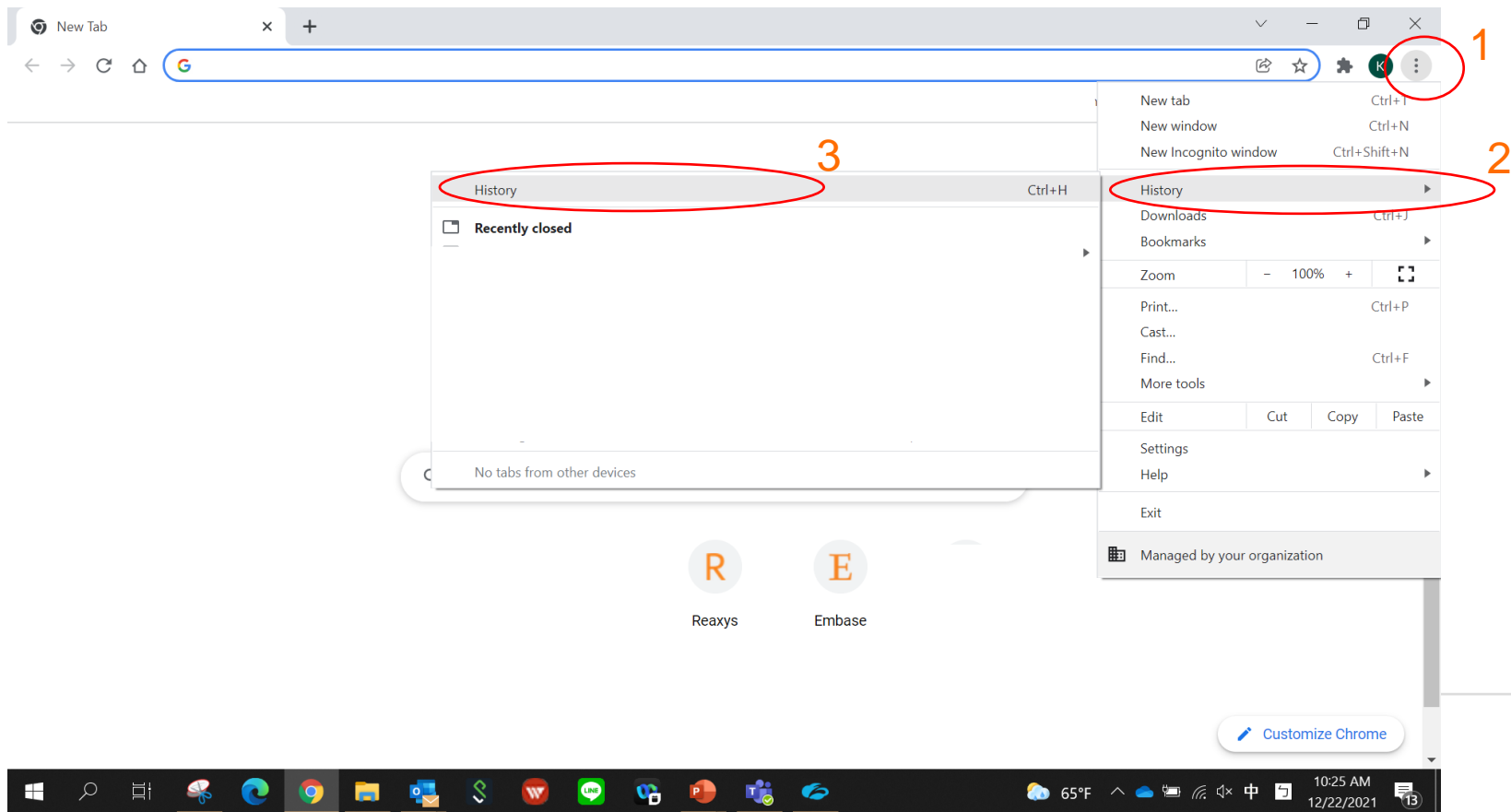
## 修復搜尋異常，清除瀏覽器Cookie與快取步驟 (Microsoft Edge)



清除 Cookies與  
Cached即可修復異常

為避免同時刪除瀏覽  
歷史、帳號登入自動  
輸入選項，其他可以  
取消勾選

# 修復搜尋異常，清除瀏覽器Cookie與快取步驟 (Google Chrome)





# IP屬於授權範圍，清除瀏覽器Cookie與快取步驟 (Google Chrome)



The screenshot shows the Google Chrome browser interface. The address bar displays 'chrome://history'. The left sidebar contains the 'History' section with a search bar and a list of items. The 'Clear browsing data' link is circled in red, and a red number '4' is placed next to it. The main content area shows a list of browsing history items for 'Yesterday - Tuesday, December 21, 2021'. The Windows taskbar is visible at the bottom, showing the time as 10:27 AM on 12/22/2021.

History

Chrome | chrome://history

History

Search history

Chrome history

Tabs from other devices

Clear browsing data

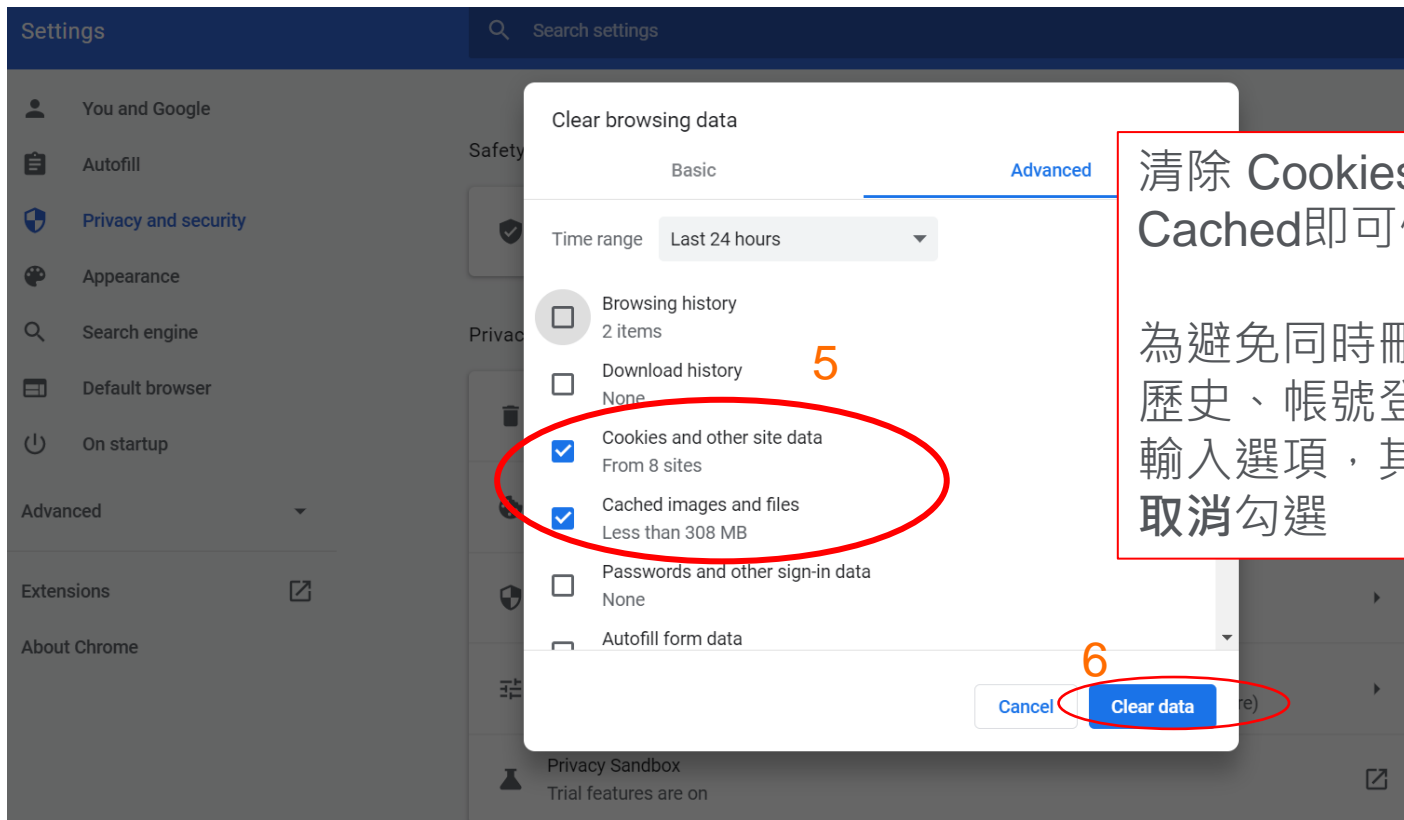
Yesterday - Tuesday, December 21, 2021

Your browser is managed by your organization

chrome://settings/clearBrowsingData

10:27 AM 12/22/2021

# 修復搜尋異常，清除瀏覽器Cookie與快取步驟 (Google Chrome)





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# Thank you

歡迎跟我們分享您的寶貴意見

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