

Field Information URL is not working

Question

We added a Help URL to the configuration of a specific tag. However, the MDE does not display the dedicated page but shows an error "...refused to connect". Why?

Answer

This issue happens when the host is blocking access to the website from iframe.
The only workaround would be to change the URL and prefix it with your institution base URL + rep/externalHelp.jsp?

E.g.: <https://myinstcode.alma.exlibrisgroup.com/rep/externalHelp.jsp?hic/bd69x.html>

Related knowledge resource:

https://knowledge.exlibrisgroup.com/...Editing_Fields

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- **Article last edited:** 12-Jul-2024