

bX



- **Product Documentation**

[No image available](#)

Access the latest documentation for Ex Libris products

- bX Registration Guide

- **Knowledge Articles**

[No image available](#)

Answers as provided by our product analysts, to commonly raised questions.

- Adding my library to the institution list in the bX Hot Articles App
- Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
- Alma bX harvesting
- Are EBSCO e-Books Included in Primo Search Results?
- bX Harvest Connection Failure error
- bX Hot Articles widget has not been updated since February 2014
- bX Recommendations not appearing in SFX menu when linking from Primo
- Can a closed Salesforce case be re-opened?
- Changing the format of the bX hot articles results to RSS
- Customer ability to close Salesforce Cases
- Ex Libris Offices' IP Addresses
- How can bX Trial Status be Changed to Buy Mode?
- How do I request a Support Portal Login for a new staff member?
- Identifying internal IP addresses
- Is bX IPv6 compatible?
- Is it possible to have bX active in Primo but inactive in the SFX menu?
- Problems with Knowledge Center, Developer Network, On Line Help etc.
- Remove bX Logo from SFX Menu
- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- SFX targets not functioning when menu generated from bX in Primo
- Viewing System Status for SaaS Environments
- What does "ETD" stand for?
- What is Ex Libris Escalation Policy?

- What procedure should be followed to alert Ex Libris of a system down?
- Where Are SFX Logo and Button Files Located

- **Community Knowledge**

[No image available](#)

Learn from other customers' experience, access customer contributed articles and share your own expertise
