
Cross-Product

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- **Known Issues Portal**

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The Known Issues Portal is a modern, industry-standard solution for improving visibility into Product and Content known issues.

- Known Issues FAQ

- **Premium Workshops**

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See a list of upcoming workshops

- Workshops FAQ

- **Training**

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Learn new skills and get certified with our tutorials, recorded training and other materials

- PDS Overview

- **Knowledge Articles**

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

- Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
- AIP Publishing - Platform Change - April 2023
- Apache not loading, syntax error mod-jk file missing
- Apache vulnerability - CVE-2016-5387
- Availability – Uptime Reports
- BIBSAM collections not maintained on KB+ platform
- Bloomsbury Collections platform: URLs not working after platform migration
- Brill Major Reference Works Platform Change - 2024
- Browser hardening roadmap for the Higher Ed Platform

- Canada Data Center Migration (Markham Ontario Data Center, DC 82) FAQ
 - Canada Data Center Migration (Markham Ontario Data Center, DC 82) FAQ
 - Cannot Start a Chat in Higher Education Platform
 - Can a closed Salesforce case be re-opened?
 - Case Priority and How to Select the Correct One
 - Chat for Higher Education Platform Products Troubleshooting Guide
 - Chat Support Availability
 - Chrome browser identifies connection as "Not Secure"
 - Clarivate Support Center - Scheduled Maintenance Window April 2026
 - Creating a HAR (HTTP archive format) file
 - Customer ability to close Salesforce Cases
 - Datacenter Virtual Tour (videos)
 - Data Center Migration (Moses Lake Data Center, DC 01) FAQ
 - Data Center Migration Frequently Asked Questions
 - Data Center Migration Recommendations
 - Enhancement Process - Common Q&A
 - Support Escalation Policy
 - Ex Libris best practice for TLS configuration in Apache
 - Ex Libris Certified Third-Party Software and Security Patch Release Notes
 - Ex Libris Cloud MFT User Guide
 - Ex Libris Cloud MFT User Guide for Summon and 360 Services
 - Ex Libris Higher Education Platform - deprecation of TLS 1.0 and TLS 1.1
 - Ex Libris Higher Education Platform API - deprecation of TLS 1.0 and TLS 1.1
 - Ex Libris Offices' IP Addresses
 - Ex Libris Partnerships and Green Initiatives
 - Ex Libris response to Oracles Java license change
 - Frankfurt Data Center Migration (DC06) FAQ
 - How Can I Change my Support Center Email Address?
 - How can I remove a Support Center user?
 - How do I check when the Google Scholar index was last refreshed?
 - How do I give a colleague access to institutional cases in the Support Center?
 - How do I register for a Support Center account?
 - How to choose which user ID attribute to use in login profiles
 - How to contact Ex Libris for assistance or to discuss technical matters?
 - How To Implement Log Rotation for PDS
 - How to prevent emails from Ex Libris products being marked as suspicious or spam
 - Identifying internal IP addresses
 - Installing Third-Party Product Updates
 - Introduction to the Knowledge Center
 - Joining a Skype Meeting
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Karger Platform Change and Linking Issues - 2023

- Knowledge Center Questions and Answers
- Links Resolving to "Internal Server Error" on Wiley Online Library Platform
- Mail device configuration on Ex Libris servers and/or applications
- MFT FAQ for Summon and 360/Intota Clients
- Migrate From PDS to Primo Authentication Module
- Multiple thresholds display
- New to working with Support and not sure where to begin
- Online Chat Support for Primo VE, Leganto, Alma and other products FAQ
- Oracle分析服务器（OAS）和数据可视化（DV）相关视频
- Palo Alto virus warning
- Perl is using an old version of openssl
- Planned Activity and Planned Maintenance Cancellation Request Procedure
- Data Center Migration (Moses Lake Data Center, DC 01) Recommendations
- Root Cause Analysis (RCA)
- RefWorks/Pivot Support and Knowledge Services Integration FAQ
- RESTful API for Ex Libris system status
- Root Cause Analysis (RCA)_v1.1
- Security vulnerability issues – Basic troubleshooter
- Server Access for Ex Libris
- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- Set a General Message for Students and Instructors in Leganto
- Simplifying Custom Domain Certificate Renewals - Introducing Automated Management with ACME
- SSL 3.0 Vulnerability ("POODLE")
- Stopping, starting, and restarting apache from the command line
- Style Guide
- Subscribe for CKC page updates, using RSS feeds
- Subscribing to Knowledge Center resources to get answers before questions arise
- System Status for Hosted Environments (Multi-Tenant and Single-Tenant)
- Tips for Advanced Document Searching in the Customer Knowledge Center
- TLS Protocol Update: Disabling 1.0/1.1, Enabling 1.3 for Ex Libris Hosted Applications
- Transport Security Layer (TLS) Support
- Usage Tips for the Knowledge Assistant AI Chat
- Welcome to the Ex Libris Cloud
- Welcome to the Ex Libris Cloud v2.3
- Welcome to the Support Portal
- What are common causes of authentication problems, and how can they be resolved?
- What Can Providers Do to Make Content Compatible with the 360 Link and SFX Sidebar?
- What information should be provided when opening a Case?
- What is Case Status, and What Does It Mean?

What is Ex Libris using Google Analytics with the CKC for?

- What procedure should be followed to alert Ex Libris of a system down?
 - When is Ex Libris Hosted "Maintenance Window"
 - Why are OpenURL links from EBSCOhost failing?
 - Why do I get an error page when linking out to EBSCOhost databases?
 - Working with custom domain names on hosted ExLibris environments
 - Working with Support Center Case List Views
 - 什么是工单状态？它的含义和解释是什么？
 - 如何准确有效地使用Ex Libris客户支持门户
 - 如果系统宕机了，我们需要通过什么样的流程去联系艾利贝斯相关团队
 - 艾利贝斯的工单上报策略是什么
 - 订阅System Status的流程
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- **Conferences and Seminars**

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- Developers Day
 - ELUNA
 - Ex Libris Knowledge Days
 - IGeLU
 - Knowledge Days - IGeLU
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- **Cross-Product Documentation**

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- **Integrations**

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- Aleph-MetaLib
 - Aleph-Primo
 - Alma-Rosetta
 - Alma and SFX
 - bX-SFX
 - DigiTool-Aleph
 - MetaLib-Primo
 - Rosetta-Aleph
 - Rosetta-DigiTool
 - Rosetta-Primo Integration Guide
 - Rosetta-Voyager
 - Verde-Aleph
 - Verde-SFX
 - Verde-Voyager
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- Voyager-Primo
 - Voyager-Rosetta
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- **Security**

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Security Updates, our Security and Privacy Statements, GDPR related information and ISO Certifications

- Advisories
 - Certifications
 - GDPR
 - Security and Privacy Whitepaper
 - Statements
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- **Support**

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- Working with Ex Libris Support
 - 24X7 Support
 - Salesforce
 - Regional Product Update Webinars
 - Introduction Video for 360, Summon, Intota, AquaBrowser and Ulrich's Customers!
 - RDA Solution Overview
 - New ProQuest/Ex Libris Support Center
 - Salesforce New Categories for Content Cases
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- **Best Practices for the Ex Libris Community During COVID-19**

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- Alma and Primo
 - Content
 - campusM
 - Leganto
 - Pivot
 - RapidILL
 - Recordings of previous webinars
 - RefWorks
 - Research Professional
 - Rosetta
 - Summon and 360
 - Aleph and Voyager
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- **Uptime and Performance Reports**

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- APAC
 - Canada
 - China
 - Europe
 - North America
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- **RCA Reports**

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- APAC
 - Europe
 - North America
 - Canada
 - Worldwide
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- **Analytics Data Refresh Reports**

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- **Alma and Primo VE - New Release Cycle FAQ**

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- **Release Schedule for Exploro, Leganto, Rapido, and Rialto**

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