
SFX

SFX

- **Product Documentation**

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Access the latest documentation for Ex Libris products

- Version 4.0
 - KnowledgeBase Information
 - SFX KnowledgeBase eService
 - French Documentation
 - MARCIt
 - Security and Data Privacy
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- **Release Notes**

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Stay informed about the features and capabilities included in each product release

- 2025
 - 2024
 - 2023
 - 2022
 - 2021
 - 2020
 - 2019
 - 2018
 - 2017
 - 2016
 - 2015
 - 2014
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- **Training**

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- SFX TotalCare Implementation Training
 - SFX Direct Implementation Training
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- SFX General Training
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- **Knowledge Articles**

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

- 16 or 17 digit SFX object ID not imported into excel correctly
 - 856_URL target description
 - A-Z AutoComplete (AJAX) not working properly for titles with non-filing chars.
 - A-Z eJournal list searches result in Title.pm error message
 - A-Z eJournal List searches returning blank results
 - A-Z List - default search not selected after switching to new azlist templates
 - A-Z mobile interface shows eBook "Tab"
 - Activating DirectLink banner causes error message
 - Adding a new object to the instance KnowledgeBase
 - Adding print journal holdings to the Primo A-Z list for Alma data
 - Adding the Display Logic rule for DirectLink
 - Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
 - Add a Single Subscription (No Specific Target) in SFX and Primo
 - Add local English title to a non-English object
 - Advanced export ignore getSelectedFullTxt service.
 - Advice on restoring of SFX from a full backup
 - Ajax doesn't work in the A-Z list when looking in Google Chrome
 - All SFX statistics reports yielding blank results
 - apache error during update - ... could not bind to address ...
 - Apache error log contains many errors regarding Multilanguage.pm script
 - Apache error_log message
 - Are EBSCO e-Books Included in Primo Search Results?
 - Are Virtual HyperV and Linux Containers environments supported?
 - At SFX menu Google scholar-web search shows "article title" and not journal title
 - Authors names order is reversed in SFX menu
 - Autoload target issues after March SP (2019)
 - AutoUpdate Not Working for Targets
 - AZ list-problem when jumping from category to title
 - AZ search for abbrev. titles with "and" instead of "&" will fail
 - A documentation error was found in the SFX Advanced User's Guide on page 239
 - Banner Image Location for the A-Z List
 - Bouncing messages to sfx_callback@exlibris.co.il
 - Bug with related ISSNs in XML API response.
 - Cannot execute error appearing instead of SFX menu
 - Can a closed Salesforce case be re-opened?
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- Capability to add OP to a TS with Object Lookup=No
- changes not taking effect after editing a .pm file
- Change Base URL in Google Scholar Registration
- Change the Web Page Title for the A-Z eJournal or eBook List
- Changing instance name from existing base URL
- Changing journal title in KnowledgeBase object
- Changing MySQL password via server_admin_util retrieves an error message
- Changing of Base URL in Google Scholar registration
- Changing the A-Z eJournal search behavior
- Changing the Library's Link Resolver Base URL in bX Hot Articles App
- Changing the Report Broken link email output
- changing the size of SFX Menu window / screen
- Changing the size of the A-Z List "info" pop-up window
- Check and Fix Corrupted Tables Via server_admin_util
- Check if an Online2Offline Cron is Scheduled
- Check the Status of Statistical Tables
- Chrome browser identifies connection as "Not Secure"
- Cleaning the SFX_REQUEST table
- Clean scratch directory util doesn't clean ../sessions subdirectory
- COinS cannot handle the encoding of some special characters
- Column headings for SFX advanced export - TXT type
- What Are the Common Causes of Full Text Linking Problems, and How Can Linking Be Improved?
- Common mistakes with Crossref DOI in SFX
- config/connection_user.config_IP address block message is very unfriendly
- How to localize the new SFX Journal search and AZ List
- Configuring the eBook Search in SFX
- Contribution Requests Fails with Error Message
- Copy-DB process cannot be executed via cron
- Copy database or UNIX files into another instance
- Count of all unique journals / active portfolios with ISSN de-duplication
- Create Primo thumbnails from the jpegs (access files) not the preservation master files.
- Cron utility to export e-journals to MetaLib
- Customer ability to close Salesforce Cases
- Customized Service Type Icon Locations on the SFX Server
- DataLoader doesn't accept valid LCCN
- DataLoader Report Displays ISBN10 Although Loaded ISBN13
- Determine if Apache software used by an Ex Libris Product Includes a Certain Module
- Diacritics display incorrectly on SFX menu.
- Disable DirectLink when Note/Authentication info is available doesn't work
- Displaying Related Objects in the SFX Menu

Displaying the note and authentication fields in the SFX A-Z List

- Documentation on using the RSI API
- Does AutoUpdate setting remove local thresholds?
- Does new Voyager location impact Primo Extracts?
- Does Primo Central return results for a particular PC key?
- Duplicate service links appear in the SFX Menu
- Duplications are allowed in the "Instances" configuration of the upgrade
- E-Mail to ExLibris option from the KBManager doesn't send to CC e-mail address
- EBL/ebrary migration to Ebook Central
- Ebook Central Perpetual - (de)activation with SFX DataLoader
- eBook Search Index server_admin_util tasks
- Ebsco Targets without the Ebsco API
- editing a symbolically linked file using Unix File Manager in SFX Admin
- Editing the display name for Document Delivery services
- Elsevier ScienceDirect Autoloader automated download and KB loader
- Enhancement Process - Common Q&A
- Error: SFXAdmin is not accessible, the database is being updated
- Error "connect to localhost failed" when submitting document delivery form
- error at the rev-up logs
- error during backup - "can't open" table .MYI
- Error in RSI Log When Running RSI Index Build
- Error in SFX hot backup process "Copy failed: No such file or directory at"
- Error in the message received from the collection tool
- Error is received when trying to export all inactive portfolios for all targets.
- Error message at Aleph catalogue when there are 2 authors.
- Error Message During AZ List Indexing: Use of uninitialized value ...
- error message from dataloader appears in the txt.ok.err file
- Error message when shutting down MySQL via server admin util
- Error message when using DirectLink
- Error retrieving pid file (apache/httpd.pid)
- Error when building eBook search index
- Error when running cold backup script
- Exclude Alma Items from Being Published to Primo
- Export MARC Fields from SFX
- extra" SFX Menu produced from link when accessing SFX from a source database
- Ex Libris Offices' IP Addresses
- Factiva linking to SFX results in login prompt
- Foreign IP throws perl software error instead of access denied
- Gale Target Gets OpenURL is Invalid Error
- General note is not displayed in the AZ list

Generating a Report containing Target URLs

- GetSelectedFullTxt service is missing at "MARCIt! Profile" form.
- Global Public name is used in the A-Z list instead of the Local name
- Google Export Implementation Document
- Google Scholar Registration Form Update Problem
- Google Scholar Registration inaccessible in SFX Admin
- GO button (or SFX button) missing for target service link in the SFX Menu
- Go button in SFX menu has no effect
- Harvester fails at 24% after applying SFX KB revision 20141000
- Hebrew titles do not appear in A-Z list
- Hide the More(#) link within the Alma GetIt tab
- How can bX Trial Status be Changed to Buy Mode?
- How can I request new collections to be added to our Discovery Indexes, KnowledgeBases and the Alma Community Zone?
- How Can We Change the SFX Button Image in the AZ List?
- How does Cataloging Differences effect Primo Central records linking?
- How do I check when the Google Scholar index was last refreshed?
- How do I request a Support Portal Login for a new staff member?
- How Do Primo Central Records Work?
- How to add a DOI Button to the browser
- How to change Primo to display personal author names to inverted order (lastname, firstname) instead of direct order (firstname lastname) in the full record display?
- How to change the size of the top bar of the SFX Journal Search page
- How to configure SFX Direct Link for Primo
- How to configure the Ex Libris Primo target
- How to delete an SFX institute?
- How to display Aleph Summary Holdings in the SFX menu
- How to download the backup package
- How to Enable Customer Contributions
- How to Enable the DirectLink Sidebar
- How to Enable the Unpaywall (formerly oaDOI) Service on SFX
- How to extract OpenURL from a Primo Central, Alma and other sources
- How to extract SFX holdings to load into Primo
- How to generate report of unique active SFX titles
- How to increase timeout?
- How to Perform a Complete Rollback
- How to Prevent Circular Primo-SFX Link when Using the EX LIBRIS PRIMO Target
- How to properly shutdown and start the SFX server
- How to rename a data file of an Oracle database or move it to a different location
- How to replace Ex Libris banner in mobile A-Z eJournals list with custom logo
- How To Report Full Text Linking and Availability Problems to Support

How to skip the check of Operating System when installing SFX?

- How to switch your SFX to work with RSI
- How to turn the AZ header image into a link
- How to view cron jobs
- HTML Reports error occurs after using browser's back button
- HTML Report results page blanks out when multiple windows are open
- ib_logfile - InnoDB Configuration
- Identifying internal IP addresses
- ILL/Document Delivery Form form customization - increasing display field size
- Implementing the SFX Multilingual A-Z List interface
- Implement Location Sort Order for Voyager VPRIMO
- Important Database system upgrade required message in SFX Admin Center
- Increase the Number of Results in "List of Historic Loans"
- institute specific activation not included in v2 A-Z when retrieved from remote
- Integrating Salesforce and SFX
- In ARC startup: "ORA-12514: TNS:listener does not currently know of service requested in connect descriptor"
- In monograph export, serials are also exported
- In the report "deleted object portfolios" for FACTIVA the titles are missing.
- IP address in the get_file_restriction.config_ file is invalid
- IP restrictions for Stat Queries does not work in cron setting
- Issues When Updating Target Precedence List from sort_services.config_
- Is it possible to delete the contents of /exlibris/ftp_from_exlibris/ ?
- Is there an ER diagram that lists the SFX MySQL table names?
- Journalsearch is not available (different unix username)
- Journal subscription index doesn't pick data from AZ_FILTER
- KBART Automation: Automatic Updates to Your Library Holdings
- KB Changes via CRM" dropdown only shows targets active for DEFAULT ins
- KB Update HTML Reports: "Back to report selection" option doesn't work properly
- Korean titles are not searchable with a title in the Admin center
- Language displayed in SFX menu not in accordance with default language.
- Lines in the Admin get corrupted when resolution is changed /page is restored
- Linking Parameters HTML reports not working correctly
- Linking to Proquest HTTPS Gateway
- Link Directly from SFXAdmin to the Primo Central Collection Activation Page
- Load Journal Print Holdings into a Local OPAC SFX getHolding Target Service
- Loans list is empty although there are active loans
- Local holdings not appearing in A-Z eJournal List
- Login and password are requested unnecessarily
- Look-up Tool problem with CJK file.
- Lots of sfxmenu garbage files are created in logs directory

Low performance in simplified template when many Related Objects are involved

- MARCIt! enhanced file is not FTPd back to /export directory
- MARCIt! export admin interface too narrow, full title is unrecognizable
- MARCIt! export file has records with no FMT and incorrect LDR positions 12-16
- MARCIt enhancements contain a "Leader" tag which doesn't conform to standard
- MetaLib 4.3.1 RSI IP problem
- minor mistake in the user_permissions.config file
- Misleading info text in SFX v4 Translations & Display intro page
- Missing an index on the STAT_REPEATABLES table
- Missing diacritics when the author name is fetched via PMID.
- Missing service types in global version of services_public_name.config_
- Missing term in the AZ Main tab of the Translations & Display in Galician
- Multiple Object Menu and KB activations
- Newly activated title not searchable in A-Z eJournal List
- New A-Z List problem with 'i' / info button
- Non-existent citation linker file error
- NOTE field does not display in the SFX Menu
- No access to Collection Tool
- no augmentation occurred for object_type REPORT
- No downtime backup script only backs up sfxglb3 and last instance in list
- No Full Text
- No Primo Central Results Returned in Search
- No Results for Citation Linker Article Title Search
- Objects have Proxy Setting Checked But Not at Target Service Level
- Object Portfolio that were activated for a certain institute appear as inactive
- Object types used by eBook search
- OpenURLs with more than one Author incorrectly display their initials.
- OpenURL 1.0 requests using KEV Format for dissertations not recognized
- openURL with DOI uses year m_type=online instead of year m_type=print
- Open Letter from Non-Commercial Metadata Suppliers Supporting a More Collaborative and Transparent Approach When Working with Link Resolvers and System Vendors
- Optimize MySQL Tables to Resolve Table Size Issues
- Order of services in SFX menu
- Original Title of CJK journal is not displayed in DirectLink Menu Banner
- OVID target linking to login screen
- Part of proceeding series" related Object type doesn't show in SFX menu
- Peer review value in the RSI table is empty when using consortia.
- Primo Central Interaction with Uresolver or SFX
- Problematic report from the Advanced Collection Tool.
- Problems with eBook Search Go Button and Page
- Problems with Knowledge Center, Developer Network, On Line Help etc.

- Problem displaying multi-byte (UTF-8) when CrossRef lookup is enabled
- problem with A-Z list page navigation
- Problem with Direct Linking banner
- Problem with XML from SFX - Primo pipe fails
- Project Gutenberg "View Online" tab is not opening in iFrame
- PubMed export does not aggregate holdings correctly
- records_per_page" value can't be changed
- Record can't be added to the statistics tables for related object.
- Related Objects fulltxt is in the basic section at simplified menu
- Related Objects in SFX KB
- related object with the same TS won't appear at SFX Menu
- Remove bX Logo from SFX Menu
- Remove non-Alma Google Scholar Links
- Remove SFX Link in Google Scholar
- Removing SFX Version 2
- resetting MySQL passwords
- revision update kbsw-20131000 table_maintenance.pl error
- RSI is not handling 'moving wall' embargo as SFX Menu.
- Running two processes at the same time on a server can cause problems
- scheduling an update of the A-Z list
- Scheduling statistics queries for a date range
- Searching ampersand (&) in the A-Z list behaves differently then searching 'and'.
- Searching for "B to B" in the A-Z list doesn't work with a "contains" search.
- Security Tip: Protecting SFXAdmin
- Security vulnerability issues – Basic troubleshooter
- server_admin_util "clean tmp" utility removes files newer than specified date
- Setting SUSHI R4 for Nature fails with "Global Error encountered..."
- Setting up SFX backups
- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- SFX-Verde Harvesting Stopped Working After Work in SFX Server
- SFXAdmin Error - User doesn't exist
- SFX A-Z List is Down
- SFX can't display more than two tags of Aleph summary holdings
- SFX does not support UNIMARC cataloguing.
- SFX e-book statistics
- SFX: Ebrary and EBL Targets Retirement Notification
- SFX fails to identify books in CTXO when DOI is fetched and genre include.
- SFX Holdings not appearing in Google Scholar
- SFX Institutional Holdings File Does Not Open in My Browser
- SFX Menu cannot change language when generated from MetaLib

- SFX menu does not handle the diacritic ? in Author name
- SFX menu should be collapsible by default, out-of-the box
- SFX_REQUEST table error running monthly kbdb update
- SFX search embedded into library website
- SFX Ver4 Menu Configuration - Preview does not work
- Show Availability checkbox is not checked for a Source
- Since 2009 April revision, online2offline log only has one line
- Site Down option in Target Service not working for non-verde instances
- Site Down status doesn't affect institute's sfx menu
- Some targets names are missing at the collection tool export file
- Sorting services displayed in the View It tab in Primo
- spaces or special characters in institute name.
- Splitting large txt report files
- Springer Link is moving to HTTPS protocol
- SQL vulnerability at AZ list advance tab.
- SSL 3.0 Vulnerability ("POODLE")
- Subscribing to Knowledge Center resources to get answers before questions arise
- System Cleanup Recommendations to Free Disk Space
- targets/services/portfolios inactive with red asterisk
- Target not appearing in A-Z eJournal list
- Target precedence settings not working for article requests
- there isnt option in threshold composer to create parsedDate threshold with '=='
- There is authors and Crossref DOI lookup problem.
- The "Verde Info" button is located on the far right end of the screen.
- The change of a target service parser has an effect on the parser of the Ops
- The color of the print when a target or a target service is inactive
- The DataLoader term MAIN-HIRA should be MAIN-KANA
- The DOI in OpenURL from MetaLib(PubMed) is not interpreted in SFX Context Object
- The e-mail address 'instance@hostname' is not valid
- The Google Chrome (80) Update and Possible Impact on SFX
- The LCCN field is missing from the multi object menu
- The RSI log does not contain errors that can be seen on the screen.
- The search in Refworks from Primo returns limited information
- Thresholds based on IP adress fail in SFX4
- Threshold problem when article starts on one issue and ends in the next one
- Threshold Tool removed huge number of empty local thresholds
- Time Frame for Google Scholar crawls of XML export file
- Tips for Advanced Document Searching in the Customer Knowledge Center
- Titles from Shared Consortium Instance Not Appearing in Local Instance
- Title for Taiwan cannot contain non-Chinese Traditional characters

transparentpixel.png problem persists after 4.1.2.

- Troubleshooting targets that are not displaying in the SFX menu
- turning off innodb in mysql
- Turn on Debugging mode to view Target URLs
- Two problems regarding the 'site down' flag in SFX 4 were detected :
- Unable to edit Display Logic entries in SFX Admin
- unable to use e-mail output option for object portfolios
- Upload statistics from an archived file
- Usage Statistics for bX in SFX Admin Center
- User/Password for FTP
- Using DataLoader with the IP Institute Feature
- Using the Ovid AutoLoader for SFX
- Using the Springer AutoLoader for SFX
- Using the Taylor & Francis AutoLoader for SFX
- Using the Wiley AutoLoader for SFX
- Verde Harvester not able to run
- Viewing System Status for SaaS Environments
- warning message when cleaning OAI tables
- Ways to include eBooks in SFX, Primo, and Primo Central
- What are the column descriptions for advanced tab delimited text exports using the export tool?
- What are the differences between the A-Z eJournal list "Starts with" options?
- What data is included in MARC XML exports from SFX?
- What does "ETD" stand for?
- What does "no source" mean in the Query 2 statistics results?
- What do I do with the "Broken link report" Emails?
- what is &exception=noDOI in object portfolio parse param?
- What is the SFX KnowledgeBase Contribution feature?
- What procedure should be followed to alert Ex Libris of a system down?
- What to do when an e-mail message is not being sent at the end of the Revision
- Whenever Target name is changed by KB team, Display Logic Rules get corrupt
- When activating few institutes, the SFX admin login page suddenly appears.
- When Author's first name has two letters, the initials also show two letters
- When a title containing '-' SFX publishes 210a field with incomplete title
- When ISSN is active for a target with '/' in title, TargetMatcher returns error
- When is Ex Libris Hosted "Maintenance Window"
- When linking from Verde, Volume and date range not displaying in SFX menu
- When localizing a target the Crossref settings can't be changed
- When many SFX windows are open, Shortcut Bar disappears
- When OpenURL contains both CJK characters and DOI, those characters are garbled
- When title contains 2 hyphens and DOI, sfx menu appears incorrectly in FireFox

When Vendor Does Not Support OpenURL

- Where Are SFX Logo and Button Files Located
 - Where can I find the a-z_banner.gif file
 - Where can the SFX Admin Center logins be updated?
 - Where does ExL get the MARC records from MARCiT?
 - Where do I find the parameters for Ovid Autoload in SFX?
 - Which fields determine whether an object was changed for the "Compare with" MARC XML export?
 - Why are OpenURL links from EBSCOhost failing?
 - Why are some collections 'grayed out' in PCI registration site?
 - Why doesn't Google Scholar show full-text links to eBooks
 - Wrong title in Google Scholar drop-down menu
 - "back" radio button at the bottom of the list of targets is inactive
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• Content Corner

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SFX KB

- RCA Reports
 - Knowledge Articles
 - SFX CKB Release Notes
-

• Community Knowledge

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

• Product Materials

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