

04 Basic Troubleshooting

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Duration: 29 min.

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Description	<p>Begins with a brief review of the SFX process that happens behind-the-scenes: how the OpenURL factors into that process and where issues can arise. We'll cover the OpenURL generator tool that's available in the SFX Admin Center, as well as how to troubleshoot missing and broken links, debug issues, along with how to report issues to support.</p> <p>Topics covered</p> <ul style="list-style-type: none">• Introduction• OpenURL Generator• Missing and broken links• Debugging Issues• Reporting issues to Support	Attachments Handout
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	<ul style="list-style-type: none">• Summary & Additional Resources	
Target Audience	library staff working with SFX Direct	
Prerequisites		