

Alma Records Not Found in Primo

- **Article Type:** General
 - **Product:** Primo
 - **Product Version:** 4
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Problem Symptoms:

Alma records are not retrieved in Primo search.

PNX records can be found in the Primo Back Office PNX Viewer.

Cause:

Records were not indexed.

Resolution:

1. Backup index file
2. Run `clean_indexes.sh` script.
3. Re-index the database.

Additional Information

Refer to System Administration Guide > Performing System Cleanup > Re-Indexing the Database for instructions.

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