

## What do I do with the "Broken link report" Emails?

- **Product:** SFX
- **Product Version:** 4
- **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care

### Question

I have received a "Broken link report from abc instance" email. Now what?

### Answer

1. Add your SFX base-URL to the OpenURL from the email.

For example:

sfxhosted.exlibrisgroup.com/abc?<OpenURL>

2. Go to the SFX menu, you will then be able to see which article, journal or book the user was looking for.
3. Click on the Full Text link of the target mentioned in the email.
4. If the link is broken, open a case to the SFX KB Support Team, by choosing the "SFX KB" asset in Salesforce when opening the case.

Into the case description, copy the OpenURL, Target name and Target URL from the email.

5. If the link is not broken - no further action is needed.

This could happen if the "Report a broken link" was clicked by mistake or if the linking issue has been resolved.

### Additional Information

For tips on troubleshooting linking issues, please see: [What Are the Common Causes of Full Text Linking Problems, and How Can Linking Be Improved?](#)

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