
Summon

Summon

- **Product Documentation**

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Access the latest documentation for Ex Libris products

- Overview of The Summon Service
 - Configuring The Summon Service
 - Searching in The Summon Service
 - Help, Troubleshooting and Community Resources
 - Frequently Asked Questions (FAQs)
 - Summon Analytics
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- **Best Practices and How-Tos**

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Access a library of valuable how-tos, workflow best practices, and learn how to get the most out of Summon.

- English
 - 中文
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- **Release Notes**

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

- Summon Release Schedule
 - Summon: Release Notes
 - Summon: Release Preview Environment
 - Summon: Release Notes (2013 and earlier)
 - Summon 版本发行说明
 - Summon 릴리즈 노트
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- **Training**

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

- **Community Knowledge**

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

- Analytics Evidence S10 - When we log into Summon Admin, our identity changes to "Guest". Frequently we are unable to log into Summon Analytics.
 - Analytics Evidence S11 - "Session Usage" report is known to provide incorrect session counts, but is still presented as correct.
 - Analytics Evidence S12 - Make open access facet statistics available
 - Analytics Evidence S13 - Facets usage - request to view excludes as well as includes
 - Analytics Evidence S3 - Most Summon Action Usage Subject Area Filters Do Not Work
 - Analytics Evidence S4 - Fields for which Summon Does Not Collect Any Information
 - Analytics Evidence S5 - Summon Analytics Not available thru the Alma Analytics Menu Option
 - Analytics Evidence S6 - Cannot Isolate Any Information about "Advanced Searches"
 - Analytics Evidence S7 - The Summon Zero Results Searches Subject Area provides the ability to limit by field searched, but does not actually collect that information.
 - Analytics Evidence S9 - Any staff member who wants to view Analytics must be given full administrative authority over the entire Summon Admin module.
 - Analytics Evidence S1 - Popular Searches Weekly Report Returns Last 2 Months
 - Analytics Evidence S2 - Simple List of Zero Result Searches Returns Error Message
 - Analytics Evidence S8 - Some Canned Reports have Poor Visual Representation
 - List of Summon over Alma Instances
 - Summon Analytics Evidence Contributors and Subject Areas
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- **Content Corner**

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CDI

- Product Documentation
 - Release Notes
 - Supporting Resources
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- **Knowledge Articles**

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

- 360 Link链接出现空白页的问题该如何解决？
 - Announcing CAB Abstracts Pilot for Summon
 - Are ORCID's indexed in Summon?
 - Can a closed Salesforce case be re-opened?
 - Can javascript be added to Summon?
 - Chrome browser identifies connection as "Not Secure"
 - Customer ability to close Salesforce Cases
 - Discrepancy between filtered content types versus search results in Summon
 - Enhancement Process - Common Q&A
 - How are rights mapped from the Client Center to Summon Index?
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- How can daily record deletes be captured for Summon or Primo?
- How Can I Add a PubMed Search Box to Summon?
 - How can I request new collections to be added to our Discovery Indexes, KnowledgeBases and the Alma Community Zone?
 - How can my library mitigate throttling in Summon?
 - How do I change date ranges in Summon reports?
 - How do I create a new folder or subfolder in Summon Analytics?
 - How Do I Edit Existing Custom CSS in the CSS Stylesheet field, which displays an assets.summon.serialssolutions.com URL?
 - How Do I Read The Title Clicks Report in Summon?
 - How do I remove the proxy URL from the Summon Preview “Source” link to our Institutional Repository home page?
 - How do I request a Support Portal Login for a new staff member?
 - How do I select and deselect facets in Summon?
 - How to show title-level holdings for journals and books in Summon
 - Introduction to the Knowledge Center
 - Knowledge Center Questions and Answers
 - Summon: 360 Link Sidebar Helper Frame Does Not Always Display Next to the Full Text Item
 - Summon: Discovery Inclusion Criteria Overview
 - Summon: EUR Thesis Repository from Erasmus Universiteit Rotterdam: Content To Be Removed – Jan 2017
 - Summon: Infoscience: EPF Lausanne from EPF Lausanne: Content To Be Removed – Jan 2017
 - Summon: IP Addresses Do Not Appear in Summon Administration Console
 - Summon: Journal of Visualized Experiments Subscriptions - 2022
 - Summon: Preview Environment
 - Summon: Problems Accessing FTP Site
 - Summon: Problems Authenticating Remote Users
 - Summon: ProQuest Dissertations and Theses Databases Update
 - Summon: RePub from Erasmus Universiteit Rotterdam: Content To Be Removed – Jan 2017
 - Summon: Scholars' Bank from University of Oregon: Content Removed -- November 2015
 - Summon: Smithsonian Biodiversity Duplicate Records in Search Results
 - Summon: Support for RDA Guidelines in MARC21
 - Summon: The European Library (TEL): Content To Be Removed - February 2019
 - Summon: Troubleshooting "Server Not Found" Errors and Local ISP Issues
 - Summon: WTI-Frankfurt eG Databases to be removed - May 2022
 - Summon page is blank when accessing via IE11 on Windows 10
 - Where can I find the Title Clicks Report Report in Summon?
 - Summon Usage Statistics Login Screen
 - Summon访问慢或者打不开的问题该如何解决？
 - The Ex Libris Central Discovery Index (CDI) – An Overview
 - Tips for Advanced Document Searching in the Customer Knowledge Center
 - Viewing System Status for SaaS Environments
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What determines whether Image Spotlight shows in Summon?

- What is a granularity mismatch and are there workarounds to improve linking
- What is a Unique Identifier (UID) and why is it necessary for each record?
- What is Case Status, and What Does It Mean?
- What is the difference between Syndetics Unbound vs Syndetics?
- What is the MFT address for uploading the library's catalog to Summon?
- What kinds of things can a library put in Summon Custom Panels?
- What procedure should be followed to alert Ex Libris of a system down?
- Why are all Summon sessions showing United States as the country location, regardless of origin?
- Why are some links from Summon going directly to full text, while others direct to the 360 Link Results page?
- Why are more records processed than updated/deleted in the Summon Content Ingestion Report?
- Why are OpenURL links from EBSCOhost failing?
- Why are there duplicate search results in Summon?
- Why do I get an error page when linking out to EBSCOhost databases?
- Why do I only see United States in the country field in OBI statistics?
- Why are other institutional repositories appearing outside my library's collection in Summon?
- Why do the Client Center and Summon have different content?
- Why isn't my Summon favicon displaying in Firefox?
- Why is there a difference in the number of searches and visits logged in the legacy and new Summon usage systems?
- 为什么Summon后台的数据库中，有一些数据库显示的title数量为0
- 为什么Summon统计报告的数据只有最近7个月的？
- 为什么我下载的Data on Demand报告总是失败
- 为什么某篇文章在Summon发现系统中检索不到？
- 在Summon中点击在线全文，为什么有些直接到出版商平台，有些到360 Link？
- 如何查看Summon使用统计报告？
- 如何知道我馆激活的数据库在Summon中是否可以被揭示，揭示的比例是多少？
- 校园IP地址段有变化，该如何在Summon管理后台更新？

• Product Materials

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Learn more about our product offerings, and how they can serve your needs

- Overview Materials
 - RCA Reports
 - Uptime Reports
 - Summon Accessibility Statement
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