

"No results were found" in Ebsco when Full-Text is Available

- **Product:** Alma
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Description

When redirected from Primo to Ebsco to an article which has full-text available, a "No results were found" message is displayed together with the Ebsco search page.

Resolution

This is typically caused by the CUSTOMER_ID missing from the Linking Parameters in Alma.

In order to resolve this issue:

1. Search for the relevant electronic Ebsco collection.
2. Click "Edit Service"
3. Go to the Linking Information tab, and add the CUSTOMER_ID.

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