
Autoload target issues after March SP (2019)

- **Product:** SFX
 - **Product Version:** SFX 4
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Issue:

Service Pack 4.10.7 (March SP) came with encrypting of all passwords. In some cases the token for autoload targets was not encrypted correctly. This issue might be relevant all autoload targets.

Error example in the autoloader log:

```
Error: Could not connect to https://holdings.sciencedirect.com/h...& site=science  
Error: Downloading file failed  
Error: An error occurred during the download process  
Error: Running the process failed. See log for more details
```

Solution:

- Replace the token/password via SFX admin. SFX admin will encrypt it and store it in the configuration file.
- The token can be added/changed via SFX Admin -> KB Manager -> Target -> Target Service -> [Edit] -> Autoload menu
- Detailed description is available in the knowledge article. It contains example for Springer, but it is relevant for all autoload targets: https://knowledge.exlibrisgroup.com/SFX/Knowledge_Articles/Using_the_Springer_AutoLoader_for_SFX

Total Care customers: Please contact SFX Support via submitting a case and send your token in the case description. SFX Support Team will proceed it for you.

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