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bX

**bX**

- **Product Documentation**

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Access the latest documentation for Ex Libris products

- bX Registration Guide

- **Knowledge Articles**

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

- Adding my library to the institution list in the bX Hot Articles App
- Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
- Alma bX harvesting
- Are EBSCO e-Books Included in Primo Search Results?
- bX Harvest Connection Failure error
- bX Hot Articles widget has not been updated since February 2014
- bX Recommendations not appearing in SFX menu when linking from Primo
- Can a closed Salesforce case be re-opened?
- Changing the format of the bX hot articles results to RSS
- Customer ability to close Salesforce Cases
- Ex Libris Offices' IP Addresses
- How can bX Trial Status be Changed to Buy Mode?
- How do I request a Support Portal Login for a new staff member?
- Identifying internal IP addresses
- Is bX IPv6 compatible?
- Is it possible to have bX active in Primo but inactive in the SFX menu?
- Problems with Knowledge Center, Developer Network, On Line Help etc.

Remove bX Logo from SFX Menu

- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
  - SFX targets not functioning when menu generated from bX in Primo
  - Viewing System Status for SaaS Environments
  - What does "ETD" stand for?
  - What is Ex Libris Escalation Policy?
  - What procedure should be followed to alert Ex Libris of a system down?
  - Where Are SFX Logo and Button Files Located
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- **Community Knowledge**

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