

bX



- **Product Documentation**

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Access the latest documentation for Ex Libris products

- bX Registration Guide
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- **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.
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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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