

## SFX

# SFX

- **Product Documentation**

[No image available](#)

---

Access the latest documentation for Ex Libris products

---

- Version 4.0
  - KnowledgeBase Information
  - SFX KnowledgeBase eService
  - French Documentation
  - MARCIt
  - Security and Data Privacy
- 

- **Release Notes**

[No image available](#)

---

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

---

- 2025
  - 2024
  - 2023
  - 2022
  - 2021
  - 2020
  - 2019
  - 2018
  - 2017
  - 2016
  - 2015
  - 2014
- 

-

## Training

[No image available](#)

---

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

---

- SFX TotalCare Implementation Training
  - SFX Direct Implementation Training
  - SFX General Training
- 

## • Knowledge Articles

[No image available](#)

---

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

---

- 16 or 17 digit SFX object ID not imported into excel correctly
- 856\_URL target description
- A-Z AutoComplete (AJAX) not working properly for titles with non-filing chars.
- A-Z eJournal list searches result in Title.pm error message
- A-Z eJournal List searches returning blank results
- A-Z List - default search not selected after switching to new azlist templates
- A-Z mobile interface shows eBook "Tab"
- Activating DirectLink banner causes error message
- Adding a new object to the instance KnowledgeBase
- Adding print journal holdings to the Primo A-Z list for Alma data
- Adding the Display Logic rule for DirectLink
- Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
- Add a Single Subscription (No Specific Target) in SFX and Primo
- Add local English title to a non-English object
- Advanced export ignore getSelectedFullTxt service.
- Advice on restoring of SFX from a full backup
- Ajax doesn't work in the A-Z list when looking in Google Chrome
- All SFX statistics reports yielding blank results
- apache error during update - ... could not bind to address ...
- Apache error log contains many errors regarding Multilanguage.pm script
- Apache error\_log message
- Are EBSCO e-Books Included in Primo Search Results?
- Are Virtual HyperV and Linux Containers environments supported?
- At SFX menu Google scholar-web search shows "article title" and not journal title
- Authors names order is reversed in SFX menu
- Autoload target issues after March SP (2019)

## AutoUpdate Not Working for Targets

- AZ list-problem when jumping from category to title
- AZ search for abbrev. titles with "and" instead of "&" will fail
- A documentation error was found in the SFX Advanced User's Guide on page 239
- Banner Image Location for the A-Z List
- Bouncing messages to sfx\_callback@exlibris.co.il
- Bug with related ISSNs in XML API response.
- Cannot execute error appearing instead of SFX menu
- Can a closed Salesforce case be re-opened?
- Capability to add OP to a TS with Object Lookup=No
- changes not taking effect after editing a .pm file
- Change Base URL in Google Scholar Registration
- Change the Web Page Title for the A-Z eJournal or eBook List
- Changing instance name from existing base URL
- Changing journal title in KnowledgeBase object
- Changing MySQL password via server\_admin\_util retrieves an error message
- Changing of Base URL in Google Scholar registration
- Changing the A-Z eJournal search behavior
- Changing the Library's Link Resolver Base URL in bX Hot Articles App
- Changing the Report Broken link email output
- changing the size of SFX Menu window / screen
- Changing the size of the A-Z List "info" pop-up window
- Check and Fix Corrupted Tables Via server\_admin\_util
- Check if an Online2Offline Cron is Scheduled
- Check the Status of Statistical Tables
- Chrome browser identifies connection as "Not Secure"
- Cleaning the SFX\_REQUEST table
- Clean scratch directory util doesn't clean ../sessions subdirectory
- COinS cannot handle the encoding of some special characters
- Column headings for SFX advanced export - TXT type
- What Are the Common Causes of Full Text Linking Problems, and How Can Linking Be Improved?
- Common mistakes with Crossref DOI in SFX
- config/connection\_user.config\_ IP address block message is very unfriendly
- How to localize the new SFX Journal search and AZ List
- Configuring the eBook Search in SFX
- Contribution Requests Fails with Error Message

Copy-DB process cannot be executed via cron

- Copy database or UNIX files into another instance
- Count of all unique journals / active portfolios with ISSN de-duplication
- Create Primo thumbnails from the jpegs (access files) not the preservation master files.
- Cron utility to export e-journals to MetaLib
- Customer ability to close Salesforce Cases
- Customized Service Type Icon Locations on the SFX Server
- DataLoader doesn't accept valid LCCN
- DataLoader Report Displays ISBN10 Although Loaded ISBN13
- Determine if Apache software used by an Ex Libris Product Includes a Certain Module
- Diacritics display incorrectly on SFX menu.
- Disable DirectLink when Note/Authentication info is available doesn't work
- Displaying Related Objects in the SFX Menu
- Displaying the note and authentication fields in the SFX A-Z List
- Documentation on using the RSI API
- Does AutoUpdate setting remove local thresholds?
- Does new Voyager location impact Primo Extracts?
- Does Primo Central return results for a particular PC key?
- Duplicate service links appear in the SFX Menu
- Duplications are allowed in the "Instances" configuration of the upgrade
- E-Mail to ExLibris option from the KBManager doesn't send to CC e-mail address
- EBL/ebrary migration to Ebook Central
- Ebook Central Perpetual - (de)activation with SFX DataLoader
- eBook Search Index server\_admin\_util tasks
- Ebsco Targets without the Ebsco API
- editing a symbolically linked file using Unix File Manager in SFX Admin
- Editing the display name for Document Delivery services
- Elsevier ScienceDirect Autoloader automated download and KB loader
- Enhancement Process - Common Q&A
- Error: SFXAdmin is not accessible, the database is being updated
- Error "connect to localhost failed" when submitting document delivery form
- error at the rev-up logs
- error during backup - "can't open" table .MYI
- Error in RSI Log When Running RSI Index Build
- Error in SFX hot backup process "Copy failed: No such file or directory at"
- Error in the message received from the collection tool

Error is received when trying to export all inactive portfolios for all targets.

- Error message at Aleph catalogue when there are 2 authors.
- Error Message During AZ List Indexing: Use of uninitialized value ...
- error message from dataloader appears in the txt.ok.err file
- Error message when shutting down MySQL via server admin util
- Error message when using DirectLink
- Error retrieving pid file (apache/httpd.pid)
- Error when building eBook search index
- Error when running cold backup script
- Exclude Alma Items from Being Published to Primo
- Export MARC Fields from SFX
- extra" SFX Menu produced from link when accessing SFX from a source database
- Ex Libris Offices' IP Addresses
- Factiva linking to SFX results in login prompt
- Foreign IP throws perl software error instead of access denied
- Gale Target Gets OpenURL is Invalid Error
- General note is not displayed in the AZ list
- Generating a Report containing Target URLs
- GetSelectedFullTxt service is missing at "MARCIt! Profile" form.
- Global Public name is used in the A-Z list instead of the Local name
- Google Export Implementation Document
- Google Scholar Registration Form Update Problem
- Google Scholar Registration inaccessible in SFX Admin
- GO button (or SFX button) missing for target service link in the SFX Menu
- Go button in SFX menu has no effect
- Harvester fails at 24% after applying SFX KB revision 20141000
- Hebrew titles do not appear in A-Z list
- Hide the More(#) link within the Alma GetIt tab
- How can bX Trial Status be Changed to Buy Mode?
- How can I request new collections to be added to our Discovery Indexes, KnowledgeBases and the Alma Community Zone?
- How Can We Change the SFX Button Image in the AZ List?
- How does Cataloging Differences effect Primo Central records linking?
- How do I check when the Google Scholar index was last refreshed?
- How do I request a Support Portal Login for a new staff member?
- How Do Primo Central Records Work?

How to add a DOI Button to the browser

- How to change Primo to display personal author names to inverted order (lastname, firstname) instead of direct order (firstname lastname) in the full record display?
- How to change the size of the top bar of the SFX Journal Search page
- How to configure SFX Direct Link for Primo
- How to configure the Ex Libris Primo target
- How to delete an SFX institute?
- How to display Aleph Summary Holdings in the SFX menu
- How to download the backup package
- How to Enable Customer Contributions
- How to Enable the DirectLink Sidebar
- How to Enable the Unpaywall (formerly oaDOI) Service on SFX
- How to extract OpenURL from a Primo Central, Alma and other sources
- How to extract SFX holdings to load into Primo
- How to generate report of unique active SFX titles
- How to increase timeout?
- How to Perform a Complete Rollback
- How to Prevent Circular Primo-SFX Link when Using the EX LIBRIS PRIMO Target
- How to properly shutdown and start the SFX server
- How to rename a data file of an Oracle database or move it to a different location
- How to replace Ex Libris banner in mobile A-Z eJournals list with custom logo
- How To Report Full Text Linking and Availability Problems to Support
- How to skip the check of Operating System when installing SFX?
- How to switch your SFX to work with RSI
- How to turn the AZ header image into a link
- How to view cron jobs
- HTML Reports error occurs after using browser's back button
- HTML Report results page blanks out when multiple windows are open
- ib\_logfile - InnoDB Configuration
- Identifying internal IP addresses
- ILL/Document Delivery Form form customization - increasing display field size
- Implementing the SFX Multilingual A-Z List interface
- Implement Location Sort Order for Voyager VPRIMO
- Important Database system upgrade required message in SFX Admin Center
- Increase the Number of Results in "List of Historic Loans"
- institute specific activation not included in v2 A-Z when retrieved from remote

## Integrating SalesForce and SFX

- In ARC startup: "ORA-12514: TNS:listener does not currently know of service requested in connect descriptor"
- In monograph export, serials are also exported
- In the report "deleted object portfolios" for FACTIVE the titles are missing.
- IP address in the get\_file\_restriction.config\_ file is invalid
- IP restrictions for Stat Queries does not work in cron setting
- Issues When Updating Target Precedence List from sort\_services.config\_
- Is it possible to delete the contents of /exlibris/ftp\_from\_exlibris/ ?
- Is there an ER diagram that lists the SFX MySQL table names?
- Journalsearch is not available (different unix username)
- Journal subscription index doesn't pick data from AZ\_FILTER
- KBART Automation: Automatic Updates to Your Library Holdings
- KB Changes via CRM" dropdown only shows targets active for DEFAULT ins
- KB Update HTML Reports: "Back to report selection" option doesn't work properly
- Korean titles are not searchable with a title in the Admin center
- Language displayed in SFX menu not in accordance with default language.
- Lines in the Admin get corrupted when resolution is changed /page is restored
- Linking Parameters HTML reports not working correctly
- Linking to Proquest HTTPS Gateway
- Link Directly from SFXAdmin to the Primo Central Collection Activation Page
- Load Journal Print Holdings into a Local OPAC SFX getHolding Target Service
- Loans list is empty although there are active loans
- Local holdings not appearing in A-Z eJournal List
- Login and password are requested unnecessarily
- Look-up Tool problem with CJK file.
- Lots of sfxmenu garbage files are created in logs directory
- Low performance in simplified template when many Related Objects are involved
- MARCIt! enhanced file is not FTPd back to /export directory
- MARCIt! export admin interface too narrow, full title is unrecognizable
- MARCIt! export file has records with no FMT and incorrect LDR positions 12-16
- MARCIt enhancements contain a "Leader" tag which doesn't conform to standard
- MetaLib 4.3.1 RSI IP problem
- minor mistake in the user\_permissions.config file
- Misleading info text in SFX v4 Translations & Display intro page
- Missing an index on the STAT\_REPEATABLES table

Missing diacritics when the author name is fetched via PMID.

- Missing service types in global version of services\_public\_name.config\_
- Missing term in the AZ Main tab of the Translations & Display in Galician
- Multiple Object Menu and KB activations
- Newly activated title not searchable in A-Z eJournal List
- New A-Z List problem with 'i' / info button
- Non-existent citation linker file error
- NOTE field does not display in the SFX Menu
- No access to Collection Tool
- no augmentation occurred for object\_type REPORT
- No downtime backup script only backs up sfxglb3 and last instance in list
- No Full Text
- No Primo Central Results Returned in Search
- No Results for Citation Linker Article Title Search
- Objects have Proxy Setting Checked But Not at Target Service Level
- Object Portfolio that were activated for a certain institute appear as inactive
- Object types used by eBook search
- OpenURLs with more than one Author incorrectly display their initials.
- OpenURL 1.0 requests using KEV Format for dissertations not recognized
- openURL with DOI uses year m\_type=online instead of year m\_type=print
- Open Letter from Non-Commercial Metadata Suppliers Supporting a More Collaborative and Transparent Approach When Working with Link Resolvers and System Vendors
- Optimize MySQL Tables to Resolve Table Size Issues
- Order of services in SFX menu
- Original Title of CJK journal is not displayed in DirectLink Menu Banner
- OVID target linking to login screen
- Part of proceeding series" related Object type doesn't show in SFX menu
- Peer review value in the RSI table is empty when using consortia.
- Primo Central Interaction with Uresolver or SFX
- Problematic report from the Advanced Collection Tool.
- Problems with eBook Search Go Button and Page
- Problems with Knowledge Center, Developer Network, On Line Help etc.
- Problem displaying multi-byte (UTF-8) when CrossRef lookup is enabled
- problem with A-Z list page navigation
- Problem with Direct Linking banner
- Problem with XML from SFX - Primo pipe fails

- Project Gutenberg "View Online" tab is not opening in iFrame
- PubMed export does not aggregate holdings correctly
  - records\_per\_page" value can't be changed
  - Record can't be added to the statistics tables for related object.
  - Related Objects fulltxt is in the basic section at simplified menu
  - Related Objects in SFX KB
  - related object with the same TS won't appear at SFX Menu
  - Remove bX Logo from SFX Menu
  - Remove non-Alma Google Scholar Links
  - Remove SFX Link in Google Scholar
  - Removing SFX Version 2
  - resetting MySQL passwords
  - revision update kbsw-20131000 table\_maintenance.pl error
  - RSI is not handling 'moving wall' embargo as SFX Menu.
  - Running two processes at the same time on a server can cause problems
  - scheduling an update of the A-Z list
  - Scheduling statistics queries for a date range
  - Searching ampersand (&) in the A-Z list behaves differently then searching 'and'.
  - Searching for "B to B" in the A-Z list doesn't work with a "contains" search.
  - Security Tip: Protecting SFXAdmin
  - Security vulnerability issues – Basic troubleshooter
  - server\_admin\_util "clean tmp" utility removes files newer than specified date
  - Setting SUSHI R4 for Nature fails with "Global Error encountered..."
  - Setting up SFX backups
  - Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
  - SFX-Verde Harvesting Stopped Working After Work in SFX Server
  - SFXAdmin Error - User doesn't exist
  - SFX A-Z List is Down
  - SFX can't display more than two tags of Aleph summary holdings
  - SFX does not support UNIMARC cataloguing.
  - SFX e-book statistics
  - SFX: Ebrary and EBL Targets Retirement Notification
  - SFX fails to identify books in CTXO when DOI is fetched and genre include.
  - SFX Holdings not appearing in Google Scholar
  - SFX Institutional Holdings File Does Not Open in My Browser
  - SFX Menu cannot change language when generated from MetaLib

- SFX menu does not handle the diacritic ? in Author name
- SFX menu should be collapsible by default, out-of-the box
  - SFX\_REQUEST table error running monthly kbdb update
  - SFX search embedded into library website
  - SFX Ver4 Menu Configuration - Preview does not work
  - Show Availability checkbox is not checked for a Source
  - Since 2009 April revision, online2offline log only has one line
  - Site Down option in Target Service not working for non-verde instances
  - Site Down status doesn't affect institute's sfx menu
  - Some targets names are missing at the collection tool export file
  - Sorting services displayed in the View It tab in Primo
  - spaces or special characters in institute name.
  - Splitting large txt report files
  - Springer Link is moving to HTTPS protocol
  - SQL vulnerability at AZ list advance tab.
  - SSL 3.0 Vulnerability ("POODLE")
  - Subscribing to Knowledge Center resources to get answers before questions arise
  - System Cleanup Recommendations to Free Disk Space
  - targets/services/portfolios inactive with red asterisk
  - Target not appearing in A-Z eJournal list
  - Target precedence settings not working for article requests
  - there isnt option in threshold composer to create parsedDate threshold with '=='
  - There is authors and Crossref DOI lookup problem.
  - The "Verde Info" button is located on the far right end of the screen.
  - The change of a target service parser has an effect on the parser of the Ops
  - The color of the print when a target or a target service is inactive
  - The DataLoader term MAIN-HIRA should be MAIN-KANA
  - The DOI in OpenURL from MetaLib(PubMed) is not interpreted in SFX Context Object
  - The e-mail address 'instance@hostname' is not valid
  - The Google Chrome (80) Update and Possible Impact on SFX
  - The LCCN field is missing from the multi object menu
  - The RSI log does not contain errors that can be seen on the screen.
  - The search in Refworks from Primo returns limited information
  - Thresholds based on IP adress fail in SFX4
  - Threshold problem when article starts on one issue and ends in the next one
  - Threshold Tool removed huge number of empty local thresholds

## Time Frame for Google Scholar crawls of XML export file

- Tips for Advanced Document Searching in the Customer Knowledge Center
- Titles from Shared Consortium Instance Not Appearing in Local Instance
- Title for Taiwan cannot contain non-Chinese Traditional characters
- transparentpixel.png problem persists after 4.1.2.
- Troubleshooting targets that are not displaying in the SFX menu
- turning off innodb in mysql
- Turn on Debugging mode to view Target URLs
- Two problems regarding the 'site down' flag in SFX 4 were detected :
- Unable to edit Display Logic entries in SFX Admin
- unable to use e-mail output option for object portfolios
- Upload statistics from an archived file
- Usage Statistics for bX in SFX Admin Center
- User/Password for FTP
- Using DataLoader with the IP Institute Feature
- Using the Ovid AutoLoader for SFX
- Using the Springer AutoLoader for SFX
- Using the Taylor & Francis AutoLoader for SFX
- Using the Wiley AutoLoader for SFX
- Verde Harvester not able to run
- Viewing System Status for SaaS Environments
- warning message when cleaning OAI tables
- Ways to include eBooks in SFX, Primo, and Primo Central
- What are the column descriptions for advanced tab delimited text exports using the export tool?
- What are the differences between the A-Z eJournal list "Starts with" options?
- What data is included in MARC XML exports from SFX?
- What does "ETD" stand for?
- What does "no source" mean in the Query 2 statistics results?
- What do I do with the "Broken link report" Emails?
- what is &exception=noDOI in object portfolio parse param?
- What is the SFX KnowledgeBase Contribution feature?
- What procedure should be followed to alert Ex Libris of a system down?
- What to do when an e-mail message is not being sent at the end of the Revision
- Whenever Target name is changed by KB team, Display Logic Rules get corrupt
- When activating few institutes, the SFX admin login page suddenly appears.
- When Author's first name has two letters, the initials also show two letters

When a title containing '-' SFX publishes 210a field with incomplete title

- When ISSN is active for a target with '/' in title, TargetMatcher returns error
- When is Ex Libris Hosted "Maintenance Window"
- When linking from Verde, Volume and date range not displaying in SFX menu
- When localizing a target the Crossref settings can't be changed
- When many SFX windows are open, Shortcut Bar disappears
- When OpenURL contains both CJK characters and DOI, those characters are garbled
- When title contains 2 hyphens and DOI, sfx menu appears incorrectly in FireFox
- When Vendor Does Not Support OpenURL
- Where Are SFX Logo and Button Files Located
- Where can I find the a-z\_banner.gif file
- Where can the SFX Admin Center logins be updated?
- Where does ExL get the MARC records from MARCiT?
- Where do I find the parameters for Ovid Autoload in SFX?
- Which fields determine whether an object was changed for the "Compare with" MARC XML export?
- Why are OpenURL links from EBSCOhost failing?
- Why are some collections 'grayed out' in PCI registration site?
- Why doesn't Google Scholar show full-text links to eBooks
- Wrong title in Google Scholar drop-down menu
- "back" radio button at the bottom of the list of targets is inactive

---

#### • **Content Corner**

[No image available](#)

---

SFX KB

---

- RCA Reports
  - Knowledge Articles
  - SFX CKB Release Notes
- 

#### • **Community Knowledge**

[No image available](#)

---

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

---

#### • **Product Materials**

[No image available](#)

---

---

---