

A photograph of three people in a library setting. On the left, a woman with long brown hair wearing a purple cardigan over a black top is looking down at a document. In the center, a woman with long brown hair and glasses wearing a light grey sweater is also looking at the document. On the right, a man with short brown hair and glasses wearing a white shirt is leaning over the table, looking at the document. They are all smiling and appear to be engaged in a collaborative activity. In the background, there are blue bookshelves filled with books. A black decorative lamp is visible on the left side of the frame.

Troubleshooting Linking Issues

MELI, October 2015

Esther Hirshberg | SFX Support Analyst
Elisheva Rotman | Primo Support Analyst


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Introduction - OpenURL

http://sfxhosted.exlibrisgroup.com/sfx?ctx_ver=Z39.88-2004&ctx_enc=info:ofi/enc:UTF-8&ctx_tim=2011-06-13T14%3A14%3A38IST&url_ver=Z39.88-2004&url_ctx_fmt=info:ofi/fmt:kev:mtx:ctx&fr_id=info:sid/primo.exlibrisgroup.com:primo3-Article-eric&rft_val_fmt=info:ofi/fmt:kev:mtx:&rft.genre=article&rft.atitle=Are%20Pretty%20Interfaces%20Worth%20the%20Time%3F%20The%20Effects%20of%20User%20Interface%20Types%20on%20Web-Based%20Instruction&rft.jtitle=Journal%20of%20Interactive%20Learning%20Research&rft.btitle=&rft.aulast=&rft.auinit=&rft.auinit1=&rft.auinitm=&rft.ausuffix=&rft.au=Cheon%2C%20Jongpil&rft.aucorp=&rft.date=200901&rft.volume=20&rft.issue=1&rft.part=&rft.quarter=&rft.ssn=&rft.spage=5&rft.epage=33&rft.pages=29&rft.artnum=&rft.issn=1093-023X&rft.eissn=&rft.isbn=&rft.sici=&rft.coden=&rft_id=info:doi/&rft.object_id=&svc_val_fmt=info:ofi/fmt:kev:mtx:sch_svc&svc.fulltext=yes&rft.eisbn=&rft_dat=%3Ceric%3E EJ826780%3C/eric%3E&rft_id=info:oai/

■ Introduction - OpenURL

- **BASE URL** - Server address for the SFX link server
- **Metadata**

Tip: Use URL encoding/decoding tool such as:

<http://meyerweb.com/eric/tools/dencoder/>

Introduction – Where do I Find the OpenURL?

- In the SFX Menu:
 - Right click, and go to “View Page Source”
 - Search for “sfx.openurl”



```
After filtering by access information there are: 1 objects
2015/10/22 10:11:53-Debug.pm-80-SFXMenu::Debug::_debug-59554: ContextObject::Engine:
Found 1 object.$VAR1 = [
    '954921332001'
];

2015/10/22 10:11:53-Debug.pm-80-SFXMenu::Debug::_debug-59554: ContextObject::Engine::OpenURL::augment_object_attributes: Retrieving
attributes from db for: $VAR1 = bless( {
    '@rft_id' => [],
    'rft.issn' => '0000-0019',
    'rft.genre' => 'journal',
    'sfx.ignore_char_set' => 1,
    'rft.year' => '2000',
    'sfx.openurl' => 'http://il-sfxsupport01:3410/esther?issn=00000019&year=2000',
    '@rfe_id' => [],
    'rft.object_id' => '954921332001'
}, 'ContextObject::Generic' );

2015/10/22 10:11:53-Debug.pm-80-SFXMenu::Debug::_debug-59554: ContextObject::Engine::OpenURL::augment_object_attributes: Object id:
954921332001
```


■ Introduction – Important OpenURL Extensions

sfx.ignore_date_threshold=1 (bypasses date threshold)

svc.fulltext=yes (limits results to fulltext)

sfx.directlink=off (disables direct link)

■ Introduction – context_object

- Found in the source code of the SFX Menu
- Essential starting point in target troubleshooting
- OpenURL metadata + SFX KB augmentation
- Includes OpenURL itself

Introduction – context_object

```
<!-- <ctx_object_1>
|rft.issn| => |0047-2395|,
|rft.year| => |2011|,
|rft.eissn| => |1541-3810|,
|rft.place| => |[Farmingdale, N.Y.]|, |
@sfx.subcategory| => [ |Education & Careers|, |General and Others|, |Multimedia|, |Web Development| ], |rft.atitle| => |Google's Evolution Leads
to Library Revolution
|rft.object_type| => |JOURNAL|,
|sfx.has_full_text| => |yes|,
|rft.object_id| => |958480308480|,
|rft.volume| => |39|,
|sfx.request_id| => |18|,
|rft.genre| => |article|,
|rft.month| => |1|,
|rft.pub| => |Baywood Publishing Company, Inc.|,
|rft.issue| => |2
|sfx.openurl| => |http://10.100.2.49:3410/vlad?%0Burl_ver=Z39.88-
%20%202004%0B&rft_val_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Ajournal%0B&genre=article%0B&sid=ProQ%3AProQ%3Aericshell&atitle=Google
%27s%20Evolution%20Leads%20to%20Library%20Revolution%0B&issn=0047-2395&date=2011-01-
01%0B&volume=39%0B&issue=2%0B&spage=107&au=Jaworski%2C%20Susan%3BSullivan%2C%20Roberta%0B&jtitle=Journal%20of%20Educational%
20Technology%20Systems|,
|req.language| => |English|,
|rft.jtitle| => |Journal of educational technology systems|,
|sfx.sourcename| => |PROQUEST|,
|sfx.sid| => |ProQ:ProQ:ericshell
|rft.date| => |2011-01-01
|@rft.au| => [ |Jaworski, Susan|, |Sullivan, Roberta| ],
@sfx.category| => [ |Arts and Humanities|, |Information Technology|, |Information Technology|, |Information Technology| ],
|ContextObject::Generic| );
</ctx_object_1> //-->
```

Related Documentation

- Ex Libris Documentation Center > Cross-Product > Technical Documentation > **Target and E-Collection Configuration.pdf**
- Ex Libris Documentation Center > SFX > Technical Documentation > Version 4.0 > Staff User Information > **Advanced User Guide.pdf** (*pp. 129 – 134 Debugging*), (*pp 155-168 CrossRef/DOI*), (*pp. 195 – 202 Context Object*), (*pp. 207-210 OpenURL Flow*)

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What you see: No Link

ExLibris The bridge to knowledge

ExLibris SFX

Source: AANA journal [0094-6354] yr:2004

Full Text

Full text available via EBSCOhost Academic Search Complete Start Page:

Year: Volume: Issue: Start Page:

Full text available via ProQuest Central

Year: Volume: Issue: Start Page:

Full text available via ProQuest Central New Platform

Year: Volume: Issue: Start Page:

Note:General note TEST
Authentication: Authentication note TEST

■ No Link – What you do

- Check Target, Target Service and Object Portfolios are active
- Check if the threshold is filtering it out
- Search vendor's site for the article to make sure it is available

No Link - SFX Menu Debugging

ExLibris SFX

Home | KBManager | KBTools | Statistics | Troubleshooting

OpenURL Generator | Debugging | Contact support | KnowledgeBase change request

Welcome to Debugging Tool

Debugging Tool

Debugging in SFX MENU SCREEN

off on

Restrict debugging to the following IP address(es):

Note: Important to restrict to IP address, end users will see the debugging screen when direct link is turned on.

SFX Menu Debugging

- Supplemental information to ctx_object
- Restricting to IP address recommended
- Large amount of data, keyword searching best:
 - **“error”**
 - **“ip institute”**
 - **“failed”**
 - **“fetching”**
 - **“marked removed: matched”**
 - **“executing”**

SFX Menu Debugging – Targets

keyword = “Data from KB_TARGETS”

12/04/17 17:06:36-Engine.pm-567-

SFXMenu::ContextService::Engine::get_targets_data-23065:

Data from KB_TARGETS table: \$VAR1 = {

'10000000000002617' => {

 'AVAILABLE_FOR' => 'OTB',

 'INTERFACE_ID' => '111080144282000',

 't_threshold_global' => undef,

 'TARGET_PUBLIC_NAME' => 'EBSCOhost Academic Search R&D',

 'TARGET_INTERNAL_NAME' =>

'EBSCOHOST_ACADEMIC_SEARCH_RESEARCH_DEVELOPMENT',

 'char_set' => undef,

 'TARGET_ID' => '10000000000002617'

},

SFX Menu Debugging – Thresholds

keyword = “failed”

```
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065:  
Analyzing 'EBSCOHOST_ACADEMIC_SEARCH_RESEARCH_DEVELOPMENT:getFullTxt'.  
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065:  
Failed threshold '$obj->parsedDate(">=",2002,undef,undef) && $obj-  
>timediff('>=','2y')'.  
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065:  
Failed. Did not pass thresholds.
```

SFX Menu Debugging – Display Logic

keyword = “marked removed: matched”

```
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065: *
Started processing rule '1'.
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065:
Evaluating rule for services of context object '0'.
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065: Analyzing
the possibility of removing 'MESSAGE_NO_FULLTXT:getMessageNoFullTxt'.
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065: Checking
if .*/^getMessageNoFullTxt$ match MESSAGE_NO_FULLTXT/getMessageNoFullTxt:
2012/04/17 17:06:36-Debug.pm-80-SFXMenu::Debug::_debug-23065:
Marked removed: matched rule, there is no condition.
```


SFX Menu Debugging – IP address

keywords = “ip institute”

```
2012/04/17 18:30:42-Debug.pm-80-SFXMenu::Debug::_debug-23637: Loading config file for IP institutes.
2012/04/17 18:30:42-Debug.pm-80-SFXMenu::Debug::_debug-23637: Load_institute_info
2012/04/17 18:30:42-Debug.pm-80-SFXMenu::Debug::_debug-23637: Looking for institute based on cookie 'user-Profile': English
2012/04/17 18:30:42-Debug.pm-80-SFXMenu::Debug::_debug-23637: Looking for institutes related to 'il-sfx08'.
2012/04/17 18:41:14-Debug.pm-80-SFXMenu::Debug::_debug-23651: found 'arts' institute
2012/04/17 18:41:14-Debug.pm-80-SFXMenu::Debug::_debug-23651: Getting synonyms for 'arts' (2)
  2012/04/17 18:41:14-Debug.pm-80-SFXMenu::Debug::_debug-23651: Adding synonym 'Campus1' for inst='arts' (2)
2012/04/17 18:41:14-Debug.pm-80-SFXMenu::Debug::_debug-23651: Adding institutes to ctx_obj:$VAR1 = [
```

What you see: Target not Linking as Expected

[Search](#) | [Advanced](#) ▼ | [Publications](#)



The requested document was not found

ProQuest was unable to find the document that you requested.

This may occur because:

- The link you followed contained incorrect information.
- The link you followed is no longer valid for access.

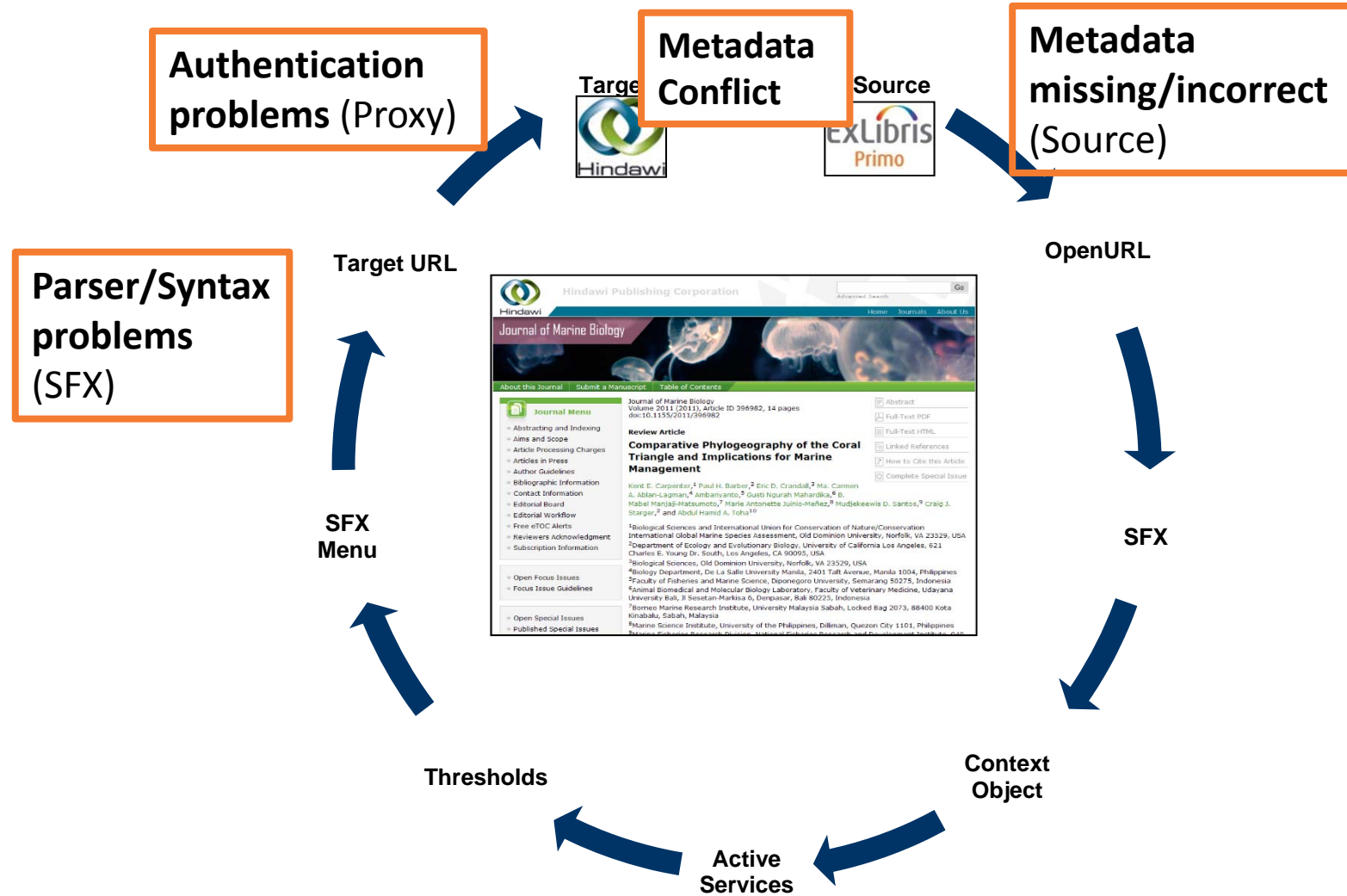
What can I do?

- Use our [Look Up Citation form](#) to find this document.
- Contact [ProQuest Technical Support](#) for assistance.

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Broken Link – Why Does This Happen?



Broken Link – What you do

- Search vendor's site for the article to make sure it is available.
 - Compare the URL to the Target URL sent by SFX.
If they are very different – contact SFX KB Support.
- Compare the metadata at vendor's site to the metadata in the openURL and Target URL.
 - If the metadata in the openURL seems incorrect – contact Source
 - If the metadata in the vendor's site seems incorrect – contact vendor

Broken Link – Target Debugging

Home | KBManager | KBTools | Statistics | Troubleshooting

OpenURL Generator | Debugging | Contact support | KnowledgeBase change request

Welcome to Debugging Tool

Debugging Tool

Debugging in SFX MENU SCREEN off on
Restrict debugging to the following IP address(es):

Debugging in TARGET SCREEN off on
Restrict debugging to the following IP address(es):

Note: Important to restrict to IP address, end users will see the debugging screen otherwise.

Broken Link – Target Debugging

Most important code : **last line – the Target URL**

```
SFXResolver::Engine::redirect_to_target_url: Target URL:  
http://find.galegroup.com/openurl/openurl?res_id=info%3Asid%2Fgale%3AAONE&rft.issn=0000-  
0019&req_dat=info%3Asid%2Fgale%3Augnid%3Asfx_loc1&rft_val_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Ajou  
rnal&url_ctx_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Actx&ctx_enc=info%3Aofi%3Aenc%3AUTF-  
8&url_ver=Z39.88-2004&rft.year=2003&rft.jtitle=Publishers+Weekly
```


Broken Link – Parser Errors

Target URL could not be created.

This problem may be caused by one of the following:

Linking parameters are required for this target service but were not filled in

The target parser is missing parse_param information on the target service or object portfolio level

The target parser syntax is incorrect

Please note that you can either use the global target service and object portfolio parser and parse_param fields, or specify a local override for both the target service and object portfolio parser and parse_param.

SFX uses either the global information or the local override, but not a mixture of both.

A combination of local and global values is not supported and may be a cause for this error.

[More Details](#)

Check **L/P (Linking Parameter) entries** or **parse_param** value for the target service. Most likely, parse_param is missing or cannot communicate with Parser.

Broken Link – Parser Errors

```
SFXResolver::Engine::load_parser: Cannot load target parser 'Parsers::TargetParser::TAYFRA::EBOOKS':Can't locate object method "new" via package "Parsers::TargetParser::TAYFRA::EBOOKS" at (eval 407) line 2.. at /exlibris/sfx_ver/sfx_4_1/<instance>/cgi/core/sfxresolver.cgi line 12.
```

- Check Parser values on Target Service level. Compare with Target Configuration Guide.
- Check for the parser in the **`/exlibris/sfx_ver/sfx4_1/<instance>/lib/Parsers/TargetParser/`**directory. Is it symlinked?

Broken Link – Proxy Issues

```
SFXResolver::Engine::target_url: Adding proxy info. SFXResolver::Engine::add_proxy: Institute ID for proxy: '2'  
SFXResolver::Engine::add_proxy: Trying to see if proxy is enabled: S,10.1.2.10,,S,yes  
SFXResolver::Engine::load_proxy_module: Instantiating proxy module 'Parsers::Proxy::EZPROXY'.  
SFXResolver::Engine::load_proxy_module: Successfully instantiated proxy module 'Parsers::Proxy::EZPROXY'.  
SFXResolver::Engine::add_proxy: Calling Parsers::Proxy::EZPROXY=HASH(0xae97f10)->createUrl.  
SFXResolver::Engine::target_url: Storing stats. SFXResolver::Engine::store_stat: Storing stats: $VAR1 = { 'URL' =>  
'http://proxy.yourlib.org:2048/login?url=http://www.actapress.com/Content_of_Journal.aspx?journalid=97', 'CLICKS'  
=> '1', 'TARGET' => 'ACTA_PRESS', 'SERVICE' => 'getFullTxt', 'REQUEST_ID' => '66' };  
SFXResolver::Engine::redirect_to_target_url: Target URL:  
http://proxy.yourlib.org:2048/login?url=http://www.actapress.com/Content\_of\_Journal.aspx?journalid=97
```

Try using target URL without the proxy – does it link as expected?

- If so – contact your proxy provider
- If not – contact SFX KB Support

Proxy Issues - SFX Menu Users not Authenticated

What can you do?

- Make sure proxy is set on the **Target Service** level
- Check if target URL is listed on the proxy server conf.
- Check **Target Configuration Guide** to make sure all L/P values are filled in correctly.

Broken Link - Metadata Issues

Types of problems:

- **Parser bug** – parser not passing expected info to ctx_object or target.
 - Compare metadata in OpenURL, ctx_object and Target URL.
If ctx_object or Target URL contain incorrect metadata, contact SFX KB Support
- **Metadata Conflict between vendors** – OpenURL metadata is insufficient or different from target metadata

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Working with Support



SFX Support Can Help

**Submit a Salesforce
case!**

support.exlibrisgroup.com

Working with Support

What's the Problem?

- Expected result ↔ Actual result
- Step by step scenario (if possible)
- Define scope – staff users/patrons affected?
- Define impact – how users being affected?



Who/What/Where/When/Why?

- Does the problem happen every time, only under specific conditions, or randomly?
- Have you made recent configuration changes in the application?

Working with Support

What we need:

- 1) **OpenURL example** (in all cases)
Using Primo? Include the Primo search scenario and the citation
- 2) **Guest Proxy Login** (when we don't have access to the target vendor DB)
- 3) **SFX Admin login** (if we don't have it on file and the root cause of problem is likely to be SFX Admin settings)

Working with Support - Tips

- Include everything that will help us resolve your problem as quickly as possible
- Limit yourself to one problem per Case
- If you attach something, mention it
- Don't assume we know the impact a problem has on your staff / users – tell us how you are affected
- Include your full name in every report and update – it makes communicating with you feel nicer, and tells us who to contact with questions



THANK YOU

esther.hirshberg@exlibrisgroup.com
elisheva.rotman@exlibrisgroup.com