

What's wrong with this link?

Troubleshooting common linking issues

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Introductions

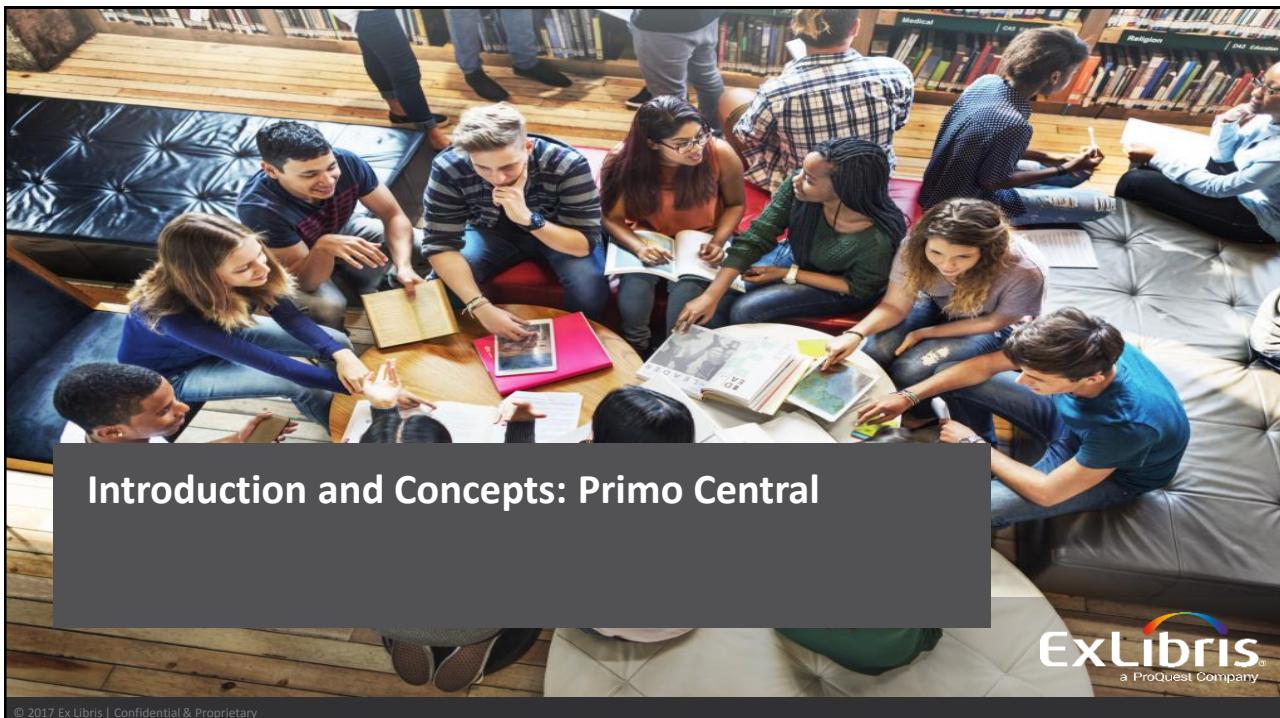
- **Maxine Pavnic** - Maxine joined the North American Support Team in 2013 and specializes in Primo configuration. She received her Masters of Library and Information Science from the University of Illinois Urbana-Champaign.
- **Alice Tsoi** - Alice has been with ProQuest for five years. She is the 360 Link product support lead and also supports Summon and Ulrichsweb. She is currently learning SFX. Previously, she worked at the University of Washington as a graduate assistant and as a consultant for the Housing Development Consortium in Seattle. She has degrees in Library and Information Science and Public Administration, both from the University of Washington.
- **Vlad Buldyrev** – Vlad has been supporting SFX since the beginning of its lifecycle, taking the product through multiple version upgrades. He currently specializes in link resolution and delivery across SFX, Primo, Alma, and 360 link. Vlad holds an MLIS degree from Simmons College.

Objectives and Target Audience

- **Brief Session Description:** This session examines full-text availability and delivery across Primo, Alma, SFX, Summon, and 360 Link. It will provide troubleshooting steps for some of the most common issues with linking to full-text content.
- **Session Objective(s)**
 - By the end of this sessions you will know, understand and/or be able to:
 - A Understand the concepts behind OpenURL and Link Resolving
 - B Understand the interaction between Ex Libris products from a linking perspective
 - C Submit linking-related Support cases with the most helpful information
 - D Perform basic troubleshooting for linking issues
- **Session Target Audience:**
 - New or Experienced Customers
 - Digital/electronic resources librarians,
 - Anyone who deals with reporting broken links to support

Agenda

- 1 Introduction and Concepts
- 2 Components of Full-text Availability and Delivery
- 3 Putting it all Together
- 4 Troubleshooting
- 5 Common Linking Issues

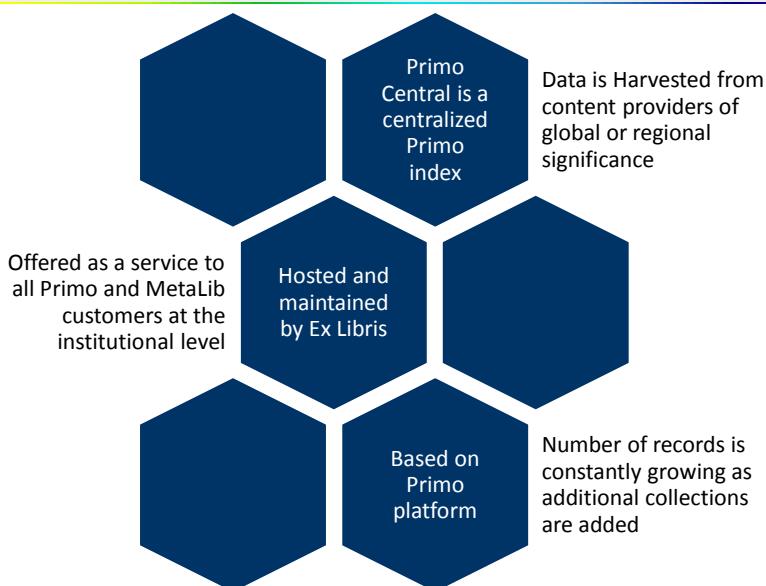


Introduction and Concepts: Primo Central



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Primo Central Introduction



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Key Features

The screenshot shows a library search interface with the following features:

- Pre-Filter Availability Facet:** A sidebar on the left with dropdown menus for Publication Date (Any year), Material Type (All items, Books, Journals selected), Language (English), Start Date, and End Date.
- Peer Review indication:** A section titled "Show only" with a link to "Peer-reviewed Journals (2,165,605)".
- Grouping of similar records:** A section titled "2 Results for PC" showing two entries for "NATURE".
- Snippets:** A preview of the full text for the first "NATURE" result, which includes the title "The Brooklyn Rail, July-August, 2012, p.78(1)" and a note about full text availability.

Availability and Delivery Concepts

Availability and delivery are defined on the institutional level

Availability status is determined by offline process, run by Primo Central

Delivery status is based mostly on the customer link resolver system

Two different availability and delivery methods

Availability Methods

Holdings File

- Availability based on link resolver holdings file
- Delivery based on link resolver system

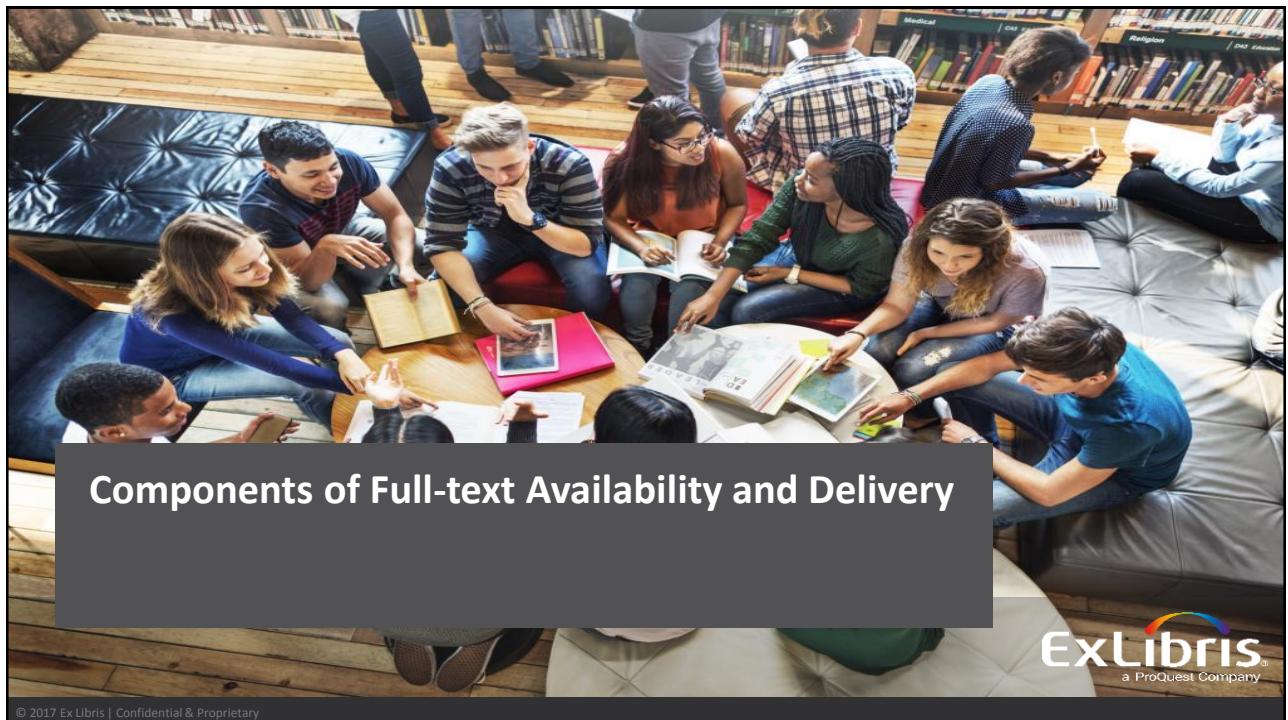
Link to Resource

- Availability based on the presence of a static link in the record
- Delivery based on a static link in the record

Related Documentation



- [Primo Central Indexing](#)
- [Registering Institutions for Primo Central Index](#)
- [Type of Links](#)

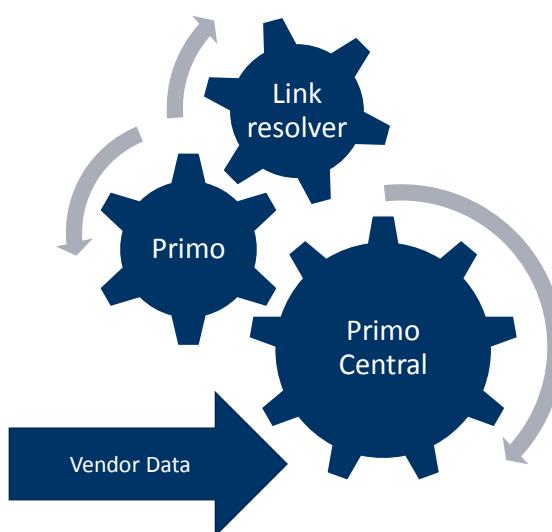


Components of Full-text Availability and Delivery

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Components



Components

- Vendor
 - Provides record metadata to Primo Central
- Primo Central
 - Creates records for search in Primo interface
 - Customer registration for Primo Central collections
 - Checks holdings file for record availability
 - Record metadata populates openURL
- Link Resolver (SFX, Alma Uresolver, 360 Link)
 - Activate subscribed resources in link resolver
 - Creates institutional holdings file based on activations
 - Returns links to full-text and other services
- Primo
 - Search for Primo Central records
 - Displays full-text links and availability information
 - Maintains openURL templates
 - Sends request to link resolver system

Related Documentation



- [Activate Resources in the Primo Central Wizard](#)
- [Configuring Primo Central to Use the Institutional Holdings File](#)

Putting it All Together
Steps to achieving full-text delivery

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Activate the resource in link resolver

Service	Type	Title	Description	Order	Create E-Activation Task	Test access	Report To Ex Libris	More info				
Full Text (222)	Book (15)	50 Goldmine.	ProQuest International Index to Music Periodicals Full Text: getFullTxt Available from 2001.		Edit	View	Deactivate	Order	Create E-Activation Task	Test access	Report To Ex Libris	More info
	Journal (206)	44 Film score monthly electronic resources.	ProQuest International Index to Music Periodicals Full Text: getFullTxt Available from 2003 until 2005.		Edit	View	Deactivate	Order	Create E-Activation Task	Test access	Report To Ex Libris	More info
	Newspaper (6)	45 American record guide.	ProQuest International Index to Music Periodicals Full Text: getFullTxt Available from 2003 until 2005.		Edit	View	Deactivate	Order	Create E-Activation Task	Test access	Report To Ex Libris	More info
		46 The bulletin of the Society for American Music.	ProQuest International Index to Music Periodicals Full Text: getFullTxt Available from 2008.		Edit	View	Deactivate	Order	Create E-Activation Task	Test access	Report To Ex Libris	More info

Coverage information added to holdings file

```
<item type="electronic">
  <title>Goldmine.</title>
  <issn>1055-2685</issn>
  <coverage>
    <from>
      <year>2001</year>
    </from>
  </coverage>
</item>
```

```
<@ISSN>1055-2685</@ISSN>
</item><item type="electronic">
  <title>Goldmine.</title>
  <issn>1055-2685</issn>
  <coverage>
    <from>
      <year>2001</year>
    </from>
  </coverage>
</item><item type="electronic">
  <title>Eighteenth-century studies</title>
  <issn>0013-2584</issn>
  <coverage>
    <from>
      <year>2004</year>
    </from>
    <embargo>
      <days not_available>365</days_not_available>
    </embargo>
  </coverage>
</item><item type="electronic">
```

- Primo Central harvests the holdings file once a week
- Sets availability indicator to “full-text available” or “no full-text” for records based on holdings file

Activate the collection in Primo Central

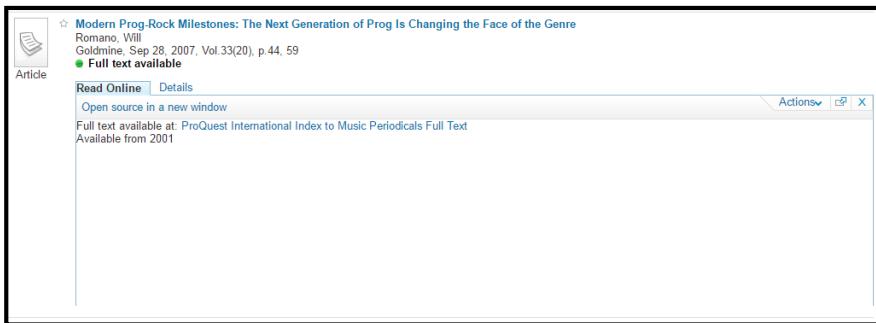
The screenshot shows the 'Edit Client Resources' interface. At the top, there's a header with 'My Profile > Edit Client Resources'. Below it, a section for 'Resource Collections Activation' is shown. A red arrow points to the main list area where various databases are listed with their activation status (Delivery, Search, Delivery) and dates.

Collection	Activation Type	Date	Action
Environmental Impact Statements	Delivery	09/14/2014	Show Info
Ethnic NewsWatch	Delivery	09/14/2014	Show Info
Ethnic NewsWatch [Current]	Delivery	09/14/2014	Show Info
Ethnic NewsWatch: A History (ENWH)	Delivery	09/14/2014	Show Info
GenderWatch	Delivery	09/14/2014	Show Info
Hoover's Company Profiles	Delivery	09/14/2014	Show Info
International Bibliography of the Arts	Search , Delivery	09/14/2014	Show Info
International Bibliography of the Social Sciences (IBSS)	Search , Delivery	09/14/2014	Show Info
International Index to Music Periodicals Full Text	Delivery	09/14/2014	Show Info
International Index to Performing Arts Full Text	Delivery	09/14/2014	Show Info
Linguistics & Language Behavior Abstracts (LLBA)	Search , Delivery	09/14/2014	Show Info
Linguistics Database	Delivery	09/14/2014	Show Info
LISA: Library and Information Science Abstracts	Search , Delivery	09/14/2014	Show Info
Materials Business File	Search , Delivery	09/14/2014	Show Info
Materials Research Database	Search , Delivery	09/14/2014	Show Info
Mechanical & Transportation Engineering Abstracts	Search , Delivery	09/14/2014	Show Info
METADEX	Search , Delivery	09/14/2014	Show Info
Nursing Abstracts	Search , Delivery	09/14/2014	Show Info

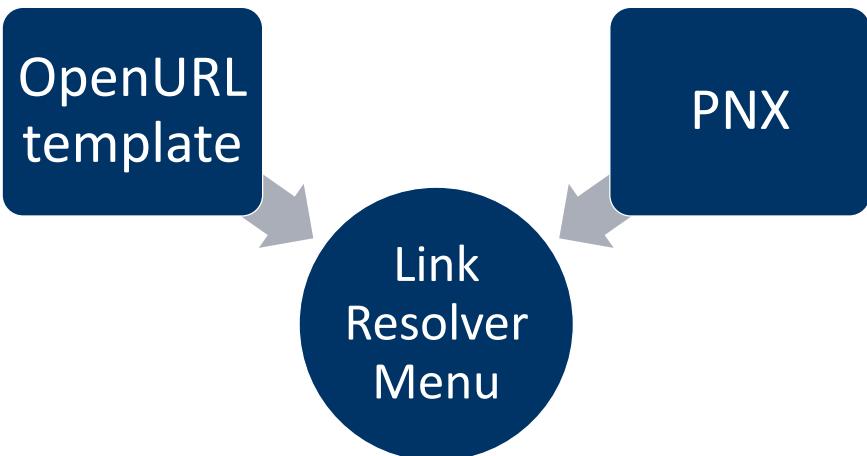
- Primo Central harvests activation changes once a week
- Makes records from newly activated collections discoverable in Primo

Discovery and Delivery

- Records from this journal now appear in Primo
- Link resolver menu displays a link to the full text



Link Resolver Menu



OpenURL Template

- All openURL templates are stored in Primo under the “Templates” mapping table
- Each data parameter in the openURL refers to a field in the PNX
- The template used for each record is determined by delivery type and configured in the Get it Link 1! Mapping table

PNX Sections: The Links and Delivery sections

- For Primo Central records, two of the following paired templates need to appear in the links section of a record for proper delivery:

All resource types but journals -

\$\$Topenurl_article

\$\$Topenurlfull_article

Journals -

\$\$Topenurl_journal

\$\$Topenurlfull_journal

- delivery/delcategory should always be “Remote Search Resource” for Primo Central records
- Records harvested from SFX will have a delcategory value of “SFX Resource”
- Alma-E records will show Alma-E for delcategory

PNX Sections: Addata

- Contains the metadata used to populate the openURL
- Incorrect metadata in this section is the cause of many linking problems.

```

<collection>Music & Performing Arts Collection</collection>
<prefilter>articles</prefilter>
<rsrcType>articles</rsrcType>
<creatorContrib>Romano, Will</creatorContrib>
<jtitle>Goldmine</jtitle>
</facets>
<delivery>
<delCategory>Remote Search Resource</delCategory>
<fullText>fulltext</fullText>
</delivery>
<addata>
<auLast>Romano</auLast>
<auFirst>Will</auFirst>
<auName>Romano, Will</auName>
<auTitle>
    Modern Prog-Rock Milestones: The Next Generation of Prog Is Changing the Face of the Genre
</auTitle>
<jtitle>Goldmine</jtitle>
<date>20070928</date>
<risdate>20070928</risdate>
<volume>33</volume>
<issue>20</issue>
<spage>44</spage>
<epage>49</epage>
<pages>45-59</pages>
<isbn>1055-2685</isbn>
<format>journal</format>
<genre>article</genre>
<ristype>OpenURL</ristype>
<cabnote>
    A list and description of seminal modern progressive rock recordings is presented, among them
    (Velveteen Records); (3) Sigur Ros' untitled 2002 album (Fat Cat/Pias); (4) Opeth's "Blackwater
    Park" (Nineties, Mis.).</cabnote>
<publKrause Publications</publ>
<url>http://search.proquest.com/docview/1504219</url>
</addata>
</record>

```

Delivery

- OpenURL request sent to link resolver
- Link resolver checks the information in the OpenURL and returns links to full text and other services
- Debugging functions can be used to troubleshoot this process
- For SFX, debugging can be turned on in the SFX admin



For Alma openURLs change:

`svc_dat=viewit`
to
`svc_dat=CTO&debug=true`

Profit!!!!



- OpenURL debug shows the correct target was found

```

</keys>
  <target_url>
    http://ccc.idm.oclc.org/login?url=http://search.proquest.com/docview/1504219?rfr_id=info%3Axri%2Fsid%3Aprimo
  </target_url>
  <is_error>false</is_error>
  <error_code>null</error_code>

```

- Full text delivery achieved!

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Link to Resource Method

- Much simpler method of linking
- Used when vendor metadata does not include unique identifiers such as ISSN, ISBN, or when the collection has no portfolios
- Uses a static link in the PNX
- If a link is present, the availability indicator in Primo will show “full text available”
- If the record does not contain a link, Primo will show no full-text

```

  <delivery>
    <delcategory>Remote Search Resource</delcategory>
    <fulltext>fulltext_linktorsrc</fulltext>
  </delivery>

```

```

<links>
  <openurl>$Topenurl_article</openurl>
  <openurlfulltext>$Topenurlfull_article</openurlfulltext>
  <linktorsrc>
    $Uhttp://search.proquest.com/docview/304732392/$EView_record_in_ProQuest_(subscribers_only)
  </linktorsrc>
</links>

```

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Related Documentation



- [**Activating Alma Portfolios - checklist**](#)
- [**01 KB Manager: Activating Resources**](#)
- [**Publishing Electronic Holdings to Primo Central**](#)

Troubleshooting



Linking Problems Support

• Support Can Help - Submit a Support Incident!

- What we need:

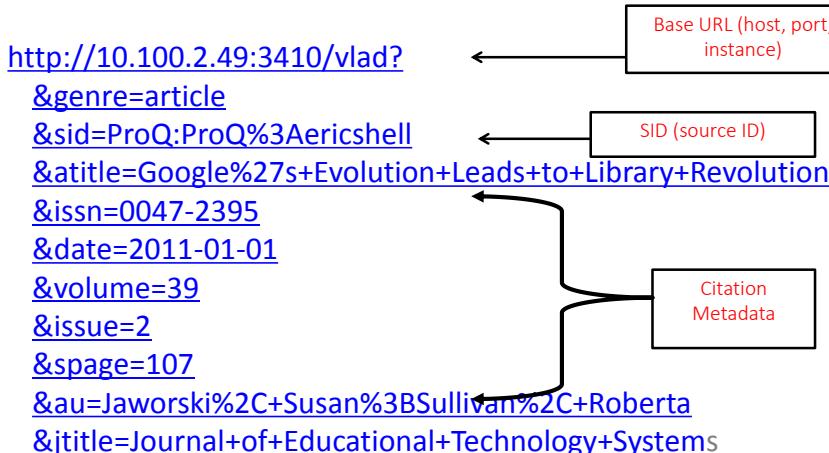
1) OpenURL example (in all cases)

- Using Primo/Summon? Include the Primo/Summon search scenario and the citation

2) Guest Proxy Login (when we don't have access to the target vendor DB)

3) Local SFX or Primo backoffice login (if we don't have it on file and the root cause of problem is likely to be activation or configuration settings)

Introduction – OpenURL (SFX)



Introduction – OpenURL (Alma)

[http://na01.alma.exlibrisgroup.com/view/uresolver/01CALS_USM/openurl?ctx_enc=info:ofi/enc:UTF-8&ctx_id=10_1&ctx_tm=2016-03-02T12%3A42%3A43IST&ctx_ver=Z39.88-2004&url_ctx_fmt=info:ofi/fmt:kev:mtx:ctx&url_ver=Z39.88-2004&rfr_id=info:sid/primo.exlibrisgroup.com_gale_hrca&req_id=&rft_val_fmt=info:ofi/fmt:kev:mtx:&rft.aucorp=&rft.date=19980930&rft.volume=117&rft.spage=A1&rft.issn=0458-3035&rft.pub=Los%20Angeles%20Times&rft.place=&rft.series=&rft.title=&rft.bici=&rft_id=info:bibcode/&rft_id=info:hdl/&rft_id=info:lccn/&rft_id=info:oclcnum/&rft_id=info:pmid/&rft_id=info:eric/\(\(addata/eric}\)&rft_dat=%3Cgale_hrca%3E21216876%3C/gale_hrca%3E,language=eng,view=&svc_dat=viewit&env_type=test&req.skin=csusm_uresolver](http://na01.alma.exlibrisgroup.com/view/uresolver/01CALS_USM/openurl?ctx_enc=info:ofi/enc:UTF-8&ctx_id=10_1&ctx_tm=2016-03-02T12%3A42%3A43IST&ctx_ver=Z39.88-2004&url_ctx_fmt=info:ofi/fmt:kev:mtx:ctx&url_ver=Z39.88-2004&rfr_id=info:sid/primo.exlibrisgroup.com_gale_hrca&req_id=&rft_val_fmt=info:ofi/fmt:kev:mtx:&rft.aucorp=&rft.date=19980930&rft.volume=117&rft.spage=A1&rft.issn=0458-3035&rft.pub=Los%20Angeles%20Times&rft.place=&rft.series=&rft.title=&rft.bici=&rft_id=info:bibcode/&rft_id=info:hdl/&rft_id=info:lccn/&rft_id=info:oclcnum/&rft_id=info:pmid/&rft_id=info:eric/((addata/eric})&rft_dat=%3Cgale_hrca%3E21216876%3C/gale_hrca%3E,language=eng,view=&svc_dat=viewit&env_type=test&req.skin=csusm_uresolver)

Introduction – OpenURL (360 Link)

<http://qk8mu7jr6k.search.serialssolutions.com/?genre=article&issn=02534126&title=Journal%20of%20Earth%20System%20Science&volume=125&issue=1&date=20160201&atitle=Century%20scale%20climate%20change%20in%20the%20central%20highlands%20of%20Sri%20Lanka&spage=75&pages=75-84&au=Silva,%20J%20De&sid=EBSCO:Academic%20OneFile>

Introduction – context_object

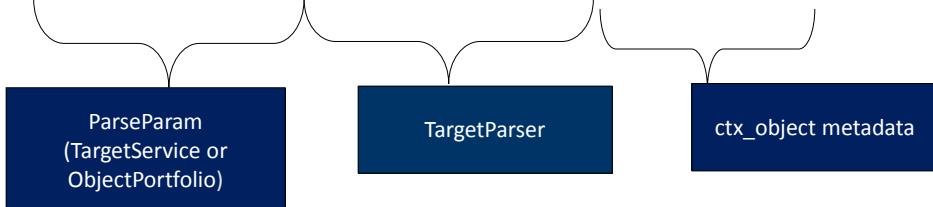
- Essential starting point in target troubleshooting
- OpenURL metadata + CKB augmentation
- Found in debugging code of each SFX and U-Resolver Menu
- Includes OpenURL itself

Introduction – ctx_object - example

```
<!--<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%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.title| => |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> //-->
```

Introduction – TargetURL Example

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1525316/>



Link Troubleshooting

“Why is my target not linking as expected?”

- Many scenarios can be grouped into:
 - **Metadata missing/incorrect** (Source)
 - **Parser/Syntax problems** (SFX, Alma Link Resolver, 360 Link)
 - **Authentication problems** (Proxy)
 - **Metadata Conflict** (Vendor)

Alma Link Resolver Menu Debugging

- Insert: **svc_dat=CTO&debug=true&** into OpenURL after the first question mark
- Provides information on:
 - 1) Matching with Alma IZ records
 - 2) Service, parsers and parse parameters
 - 3) Target URLs
 - 4) Reasons for filtering:
“Available for”
“Date Filter”
“Display Logic”

Alma Link Resolver Debugging Examples

Date Filter :

```
<key id="character_set">null</key>
<key id="interface_name">OCLC</key>
<key id="Is_free">0</key>
<key id="Filtered">true</key>
<key id="Filter reason">Date Filter</key>
<key id="Availability">Available from 1999 until 2007 volume: 254 issue: 52.</key></keys>
```

Target URL:

```
<target_url>http://www.tandfonline.com/doi/abs/10.1080/00940771.2012.11461</target_url>
<is_error>false</is_error>
<error_code>null</error_code>
```

Target URL error:

```
<target_url>null</target_url>
<is_error>true</is_error>
<error_code>200606</error_code>
```

SFX Menu Debugging

“Why is my link not showing up in the View It tab (Link Resolver Services Menu)?”

Welcome to Debugging Tool

Debugging Tool

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

Tip!

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 – 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.
```



Use **Localization Tool** in SFX Admin Center
to check Threshold Syntax

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.
```

Target Link Troubleshooting – Linking Level

Main Additional details

Edit Target Service - ACM_DIGITAL_LIBRARY - getFullTxt

Internal ID	110976704639515
Owner	Ex Libris
Linking Level	ARTICLE
Target Service record last updated by	KB Group @Ex Libris 2010/02/04
Date of last complete update	0000/00/00
Last localization change by	root@localhost 2011/09/20
Latest release number this target service was included in	20100101

Close Window **Submit**

- **Linking level** – deepest linking available from the target vendor.

Linking Level - Alma

Electronic Collection name [ebrary Academic Complete Non-US](#)

Service Type Full Text [View all services](#)

Service Description Activation Information [Linking Information](#) Portfolios Notes Group Settings History

Parser EBRARY::EBOOKS Parser (override)

Parser parameters url=http://site.ebrary.com &cust_id=\$\$CUST_ID

Link Resolver Plugin -

URL Type Dynamic URL Parser Parameters

Parser parameters (override)

Service is free? Not Free

Crossref Supported No

Crossref Enabled No Yes INHERIT

Proxy enabled No Yes

Proxy selected

Linking level Book

Linking Parameters

Linking Level – 360 Link

Content Provider	Provider Code	Database Name	DB Code	Article Link	Chapter Link	Issue Link	Volume Link
American Institute of Physics	PRVABJ	American Institute of Physics (AIP) Publications	RIP	X	X	X	
American Institute of Physics	PRVABJ	American Institute of Physics(AIP) - CONCERT	O-B	X	X	X	
American Institute of Physics	PRVABJ	American Institute of Physics:NESLI2:Complete Collection with extended back-file:2014	FDOHQ	X	X	X	
American Institute of Physics	PRVABJ	American Institute of Physics:NESLI2:Complete Collection:2014-2016	FFFMQ	X	X	X	
American Institute of Physics	PRVABJ	Scitation Publications	RQS	X	X	X	
American Institute of Physics	PRVABJ	SPIE Conference Proceedings by volume	8SP	X	X	X	
American Institute of Physics	PRVABJ	SPIE Digital Library	RSJ	X	X	X	
American Institute of Physics	PRVABJ	SPIE Digital Library - Bibsam	UT2	X	X	X	
American Institute of Physics	PRVABJ	SPIE Digital Library (Books)	5SK	X	X	X	
American Institute of Physics	PRVABJ	SPIE Digital Library (Journals)	5SJ	X	X	X	
American Institute of Physics	PRVABJ	SPIE Open Access Publications	SPF	X	X	X	
American Institute of Ultrasound in Medicine	PRVULT	American Institute of Ultrasound in Medicine	TUL	X		X	
American Journal of Science	PRVJSC	American Journal of Science	TJS	X		X	
American Library Association	PRVABK	ACRL Journals	5QZ	X		X	
American Library Association	PRVABK	ChoiceReviews.online	AXI	X		X	
American Mathematical Society	PRVABL	American Mathematical Society Publications	RMA	X			
American Mathematical Society	PRVABL	American Mathematical Society Publications (Freely Accessible)	87J	X			
American Mathematical Society	PRVABL	AMS Books Online (Freely Accessible)	9L9	X			
American Mathematical Society	PRVABL	e-Contemporary Mathematics	SST	X			
American Mathematical Society	PRVARI	e-Contemporary Mathematics - 2014	FP~	X			

Target Link Troubleshooting – 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):

end users will see the debugging screen otherwise.



Target Link Troubleshooting – Target Debugging Page

- Target Parser information:

SFXResolver::Engine::load_parser: Parser 'Parsers::TargetParser::Gale::OpenURL' instantiated successfully.

- Target URL: **last line**

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%3Aofii%2Ffmt%3Akev%3Amtx%3Ajournal&url_ctx_fmt=info%3Aofii%2Ffmt%3Akev%3Amtx%3Actx&ctx_enc=info%3Aofii%3Aenc%3AUTF-8&url_ver=Z39.88-2004&rft.year=2003&rft.title=Publishers+Weekly

Target Link Troubleshooting – Ctrl + period!



Target Link Troubleshooting – Proxy Problems

- **Link Resolver Users not authenticated ?**
 - Check if target URL is listed on the proxy server conf.
 - Try using target URL without the proxy – does a redirect occur or does redirect happen only with proxy?
 - Check debugging for IP address – is Proxy IP being transferred?
 - Check **Target Configuration Guide** to make sure all L/P values are filled in correctly.



Related Documentation

- [Alma Link Resolver](#)
- [How To Report Full Text Linking and Availability Problems to Support](#)
- [Turn on Debugging mode to view Target URLs](#)
- [04 Basic Troubleshooting](#)
- [360 Link: Available Target Linking Syntaxes \(“Linkers”\)](#)



Common Linking Issues

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Metadata Issues – Types of problems

- **Parser bug** – parser not passing expected info to ctx_object or target.
- **Linking Syntax Change** – vendor unexpectedly changed syntax, SFX KB Software/360 Linkers not yet updated.
- **Metadata Conflict between vendors** – OpenURL metadata is insufficient or different from target metadata

Metadata Issues – Which problem?

- **Compare OpenURL and ctx_object**
 - does ctx_object contain OpenURL metadata?
If not, either source parser issue or invalid OpenURL format .
- **Compare ctx_object and Target URL**
 - does Target URL contain the correct ctx_object metadata?
If not, possible target parser issue.

Tip: Use OpenURL decryptor tool such as:

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

Metadata Issues – Which problem?

- **Check the Target Database and try to find the article**
 - does the indexed article title, year, volume, issue, and startpage match that Link Resolver is sending in Target URL?
If not, possible metadata conflict – contact vendors, ask our Data Services team or 360/Summon support.
 - Is the linking syntax totally different from the target URL?
If yes, possible syntax change – contact ExLibris Data Services, SFX KB Team, or 360/Summon support



Example A: Incorrect metadata in record and openURL

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Case Description

This journal is in the Free E-Journals collection. However, I found articles prior to 1999 cannot be found in Primo. Here is one example:

"Dining at the Great House: Food and Drink in the Time of Jane Austen"
Persuasions: Journal of the Jane Austen Society of North America, 1990 Dec. 16, Vol. 12,
pp. 88-98.

Record id: mla1990033307

Customer View

Full text indicator (correct) but no targets available

1 Results for Articles, Books, Media, & More

Article Dining at the Great House: Food and Drink in the Time of Jane Austen
Sutherland, Eileen
Persuasions: Journal of the Jane Austen Society of North America, 1990 Dec. 16, Vol.12, pp.88-98 [Peer Reviewed Journal]
Full text available

[View Online](#) [Details](#)
[Open source in a new window](#)

No full text available
Additional services
[Request this article through Document Delivery / Interlibrary Loan](#)
Requests can take 1-3 business days.

First Step: check the customer holdings file to confirm access

```
item type="electronic">
<title>Persuasions.</title>
<issn>0821-0314</issn>
<coverage>
<from>
<year>2000</year>
</from>
</coverage>
<coverage>
<from>
<year>1980</year>
</from>
<to>
<year>1993</year>
</to>
</coverage>
<eissn>0821-6314</eissn>
</item>
```

Background

The Jane Austen society publishes two journals under the name Persuasions, and each has different content. One is print format (but also available to view online) and the other is online-only.

Print:

Persuasions: The Jane Austen Journal

<http://www.jasna.org/persuasions/printed/index.html>

(ISSN 0821-0314)

Online:

Persuasions: The Jane Austen Journal On-Line

<http://www.jasna.org/persuasions/on-line/index.html>

(ISSN 1559-7520)

Problem

For records from this journal, the Primo Central records incorrectly assign the print journal EISSN for the online-only journal which is not correct.

The availability indicator is correct, but the incorrect EISSN prevents any targets from displaying.

openURL (incorrect)

http://il-kblwe01:3410/support1?ctx_ver=Z39.88-2004&ctx_enc=info:ofi/enc:UTF-8&ctx_tim=2016-04-25T20%3A12%3A25IST&url_ver=Z39.88-2004&url_ctx_fmt=infofi/fmt:kev:mtx:ctx&rfr_id=info:sid/primo.exlibrisgroup.com:primo3-Article-mla&rft_val_fmt=info:ofi/fmt:kev:mtx:journal&rft.genre=article&rft.atitle=Dining+at+the+Great+House%3A+Food+and+Drink+in+the+Time+of+Jane+Austen&rft.jtitle=Persuasions%3A+Journal+of+the+Jane+Austen+Society+of+North+America&rft.btitle=&rft.aulast=&rft.auinit=&rft.auinit1=&rft.auinitm=&rft.ausuffix=&rft.au=Sutherland%2C+Eileen&rft.autcorp=&rft.date=1990&rft.volume=12&rft.issue=&rft.part=&rft.quarter=&rft.ssn=&rft.spage=88&rft.epage=98&rft.pages=&rft.artnum=&rft.issn=0821-0314&rft.eissn=**1559-7520**&rft.isbn=&rft.sici=&rft.coden=&rft_id=info:doi/&rft.object_id=&svc_val_fmt=info:ofi/fmt:kev:mtx:sch_svc&rft_dat=%3Cmla%3E1990033307%3C/mla%3E%3Cgrp_id%3E-8877744002640852565%3C/grp_id%3E%3Coa%3E%3C/oa%3E&rft.eisbn=&rft_id=info:oai/&req.language=eng

openURL (corrected)

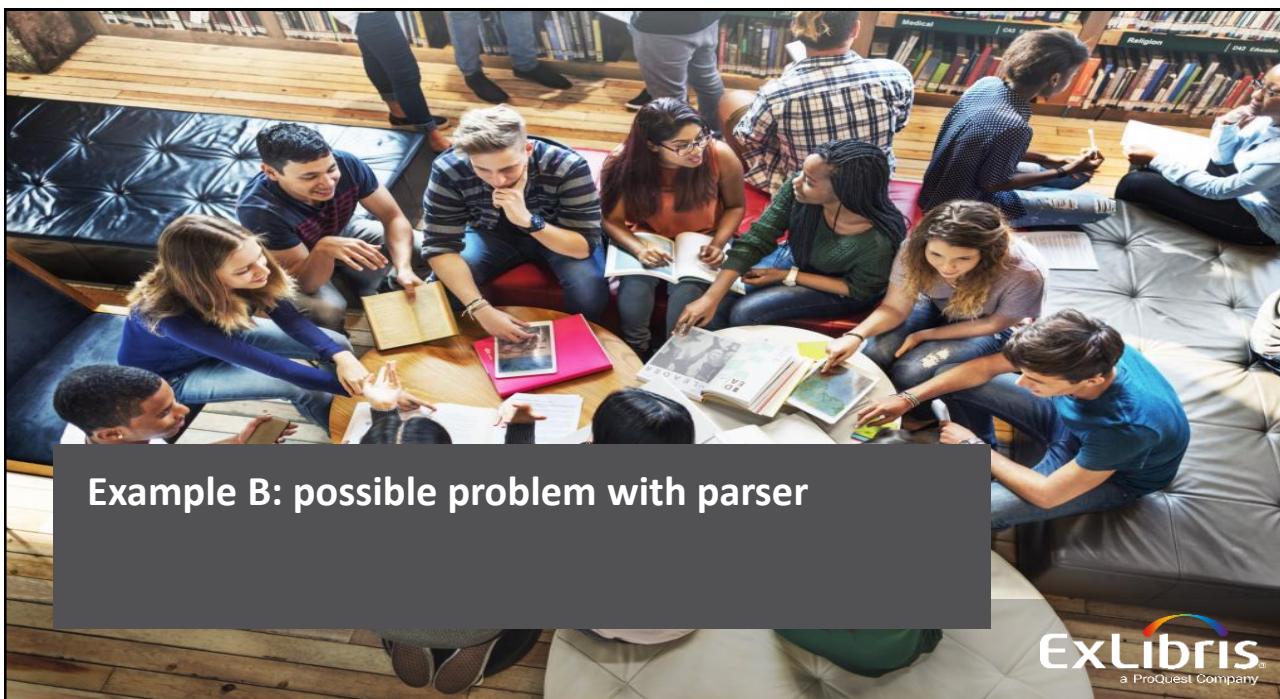
http://il-kblwe01:3410/support1?ctx_ver=Z39.88-2004&ctx_enc=info:ofi/enc:UTF-8&ctx_tim=2016-04-25T20%3A12%3A25IST&url_ver=Z39.88-2004&url_ctx_fmt=infofi/fmt:kev:mtx:ctx&rfr_id=info:sid/primo.exlibrisgroup.com:primo3-Article-mla&rft_val_fmt=info:ofi/fmt:kev:mtx:journal&rft.genre=article&rft.atitle=Dining+at+the+Great+House%3A+Food+and+Drink+in+the+Time+of+Jane+Austen&rft.jtitle=Persuasions%3A+Journal+of+the+Jane+Austen+Society+of+North+America&rft.btitle=&rft.aulast=&rft.auinit=&rft.auinit1=&rft.auinitm=&rft.ausuffix=&rft.au=Sutherland%2C+Eileen&rft.autcorp=&rft.date=1990&rft.volume=12&rft.issue=&rft.part=&rft.quarter=&rft.ssn=&rft.spage=88&rft.epage=98&rft.pages=&rft.artnum=&rft.issn=0821-0314&rft.eissn=**0821-6314**&rft.isbn=&rft.sici=&rft.coden=&rft_id=info:doi/&rft.object_id=&svc_val_fmt=info:ofi/fmt:kev:mtx:sch_svc&rft_dat=%3Cmla%3E1990033307%3C/mla%3E%3Cgrp_id%3E-8877744002640852565%3C/grp_id%3E%3Coa%3E%3C/oa%3E&rft.eisbn=&rft_id=info:oai/&req.language=eng

Resolution

The corrected openURL displays a target and directs to the correct URL:

<http://www.jasna.org/persuasions/printed/index.html>

The screenshot shows the homepage of the JASNA website. The header features the acronym "JASNA" in large letters, "JANE AUSTEN SOCIETY OF NORTH AMERICA" below it, and a portrait of Jane Austen to the right. The main content area is titled "Persuasions: The Jane Austen Journal". It includes a paragraph about the journal's publication schedule and distribution, and a note about scanned out-of-print issues. The sidebar on the left contains links for "HOME", "JANE AUSTEN", "NEWS AND EVENTS", "ABOUT JASNA", "HOW TO JOIN", and "REGIONAL GROUPS".



Case Description

The e-book is available from Gale Student Resources in Context, but the Resolver link results in an error message.

Erosion

Experiment Central, 2nd ed., 6v Nelson yr:2010 pg:375 -376

The screenshot shows a search interface for 'STUDENT RESOURCES IN CONTEXT'. The search bar contains the query 'Erosion'. Below the search bar, a message states: 'Search results: Document Title= Erosion * AND Start Page= 375 * AND Publication Title= Experiment Central * LIMITER: Publication Date= 2010 * No Results matching your search term(s) were found. Please check your spelling, try other search term(s) or remove existing limiter(s). If your query contains wildcards (? , ! , *) then try enclosing your search in quotes.' The bottom of the page includes copyright information ('© 2017 Ex Libris | Confidential & Proprietary') and the Ex Libris logo.

Problem

Gale does not use start page in its linking syntax for e-books, but the Gale target parser sends the start page along with the title, even though the OpenURL/context object contains an ISBN.

The Gale target parser Gale::OpenURL should not send page numbers in the target URL when an ISBN is available in the context object.

The case was sent to the KnowledgeBase Team to investigate changing the parser.

openURL

```
http://10.100.3.189:3410/vlad?ctx_ver=Z39.88-2004&ctx_enc=info:ofi/enc:UTF-8&ctx_tim=2016-04-11T09%3A36%3A10IST&url_ver=Z39.88-2004&url_ctx_fmt=infofi/fmt:kev:mtx:ctx&rfr_id=info:sid/primo.exlibrisgroup.com:prim o3-Article-gvrl_ref&rft_val_fmt=info:ofi/fmt:kev:mtx:journal&rft.genre=article&rft.atitle=Erosion &rft.jtitle=&rft.btitle=&rft.autlast=&rft.auinit=&rft.auinit1=&rft.auinitm=&rft.usuffix=&rft.au=&rft.aucorp=&rft.date=2010&rft.volume=&rft.issue=&rft.part=&rft.quarter=&rft.ssn=&rft.spage=375&rft.epage=376&rft.pages=375-376&rft.artnum=&rft.issn=&rft.eissn=&rft.isbn=978-1-4144-7620-9&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_dat=%3Cgvrl_ref%3ECX2301300100%3C/gvrl_ref%3E%3Cgrp_id%3E-8429725385628909838%3C/grp_id%3E%3Coa%3E%3C/oa%3E&rft.eisbn=&rft_id=info:oai/&req.language=eng
```

Target URL

With Start Page (as created by the parser)

[http://find.galegroup.com/openurl/openurl?res_id=info%3Asid%2Fgale%3ASRC-1&**rft.spage=375**&req_dat=info%3Asid%2Fgale%3Augnid%3Asfx_loc&rft_val_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Aarticle&rft.date=2010&url_ctx_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Actx&ctx_enc=info%3Aofi%3Aenc%3AUTF-8&url_ver=Z39.88-2004&rft.jtitle=Experiment+Central](http://find.galegroup.com/openurl/openurl?res_id=info%3Asid%2Fgale%3ASRC-1&rft.spage=375&req_dat=info%3Asid%2Fgale%3Augnid%3Asfx_loc&rft_val_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Aarticle&rft.date=2010&url_ctx_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Actx&ctx_enc=info%3Aofi%3Aenc%3AUTF-8&url_ver=Z39.88-2004&rft.jtitle=Experiment+Central)

Logout My Library Links G Sign in with Google

GALE STUDENT RESOURCES IN CONTEXT

Browse Topics Maps

Search Results

Search results: Document Title= Erosion ✖ AND Start Page= 375 ✖ AND Publication Title= Experiment Central ✖ LIMITER: Publication Date= 2010 ✖ No Results matching your search term(s) were found. Please check your spelling, try other search term(s) or remove existing limiter(s). If your query contains wildcards (? , ! , *) then try enclosing your search in quotes.

Target URL

- Without Start Page (links correctly):

http://find.galegroup.com/openurl/openurl?res_id=info%3Asid%2Fgale%3ASRC-1&req_dat=info%3Asid%2Fgale%3Augnid%3Asfx_loc&rft_val_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Aarticle&rft_date=2010&url_ctx_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Actx&ctx_enc=info%3Aofi%3Aenc%3AUTF-8&url_ver=Z39.88-2004&rft.jtitle=Experiment+Central

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Target URL

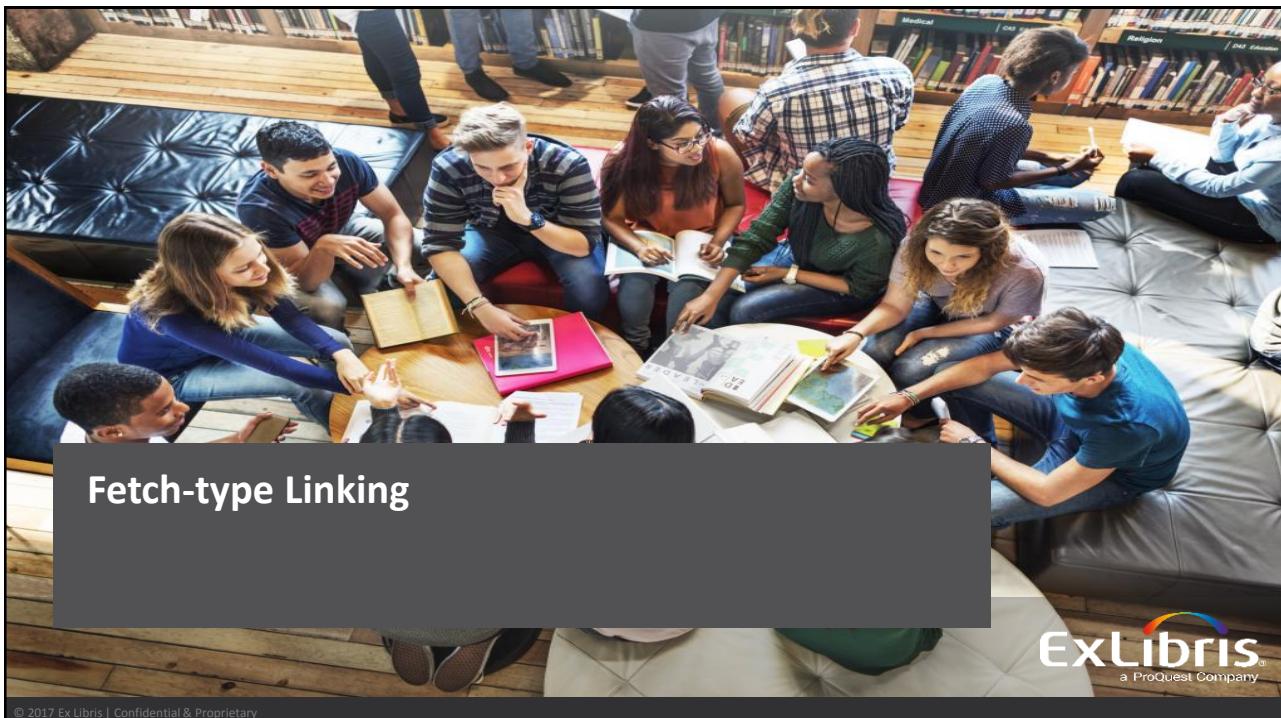
- Without Start Page (links correctly):

http://find.galegroup.com/openurl/openurl?res_id=info%3Asid%2Fgale%3ASRC-1&req_dat=info%3Asid%2Fgale%3Augnid%3Asfx_loc&rft_val_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Aarticle&rft_date=2010&url_ctx_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Actx&ctx_enc=info%3Aofi%3Aenc%3AUTF-8&url_ver=Z39.88-2004&rft.jtitle=Experiment+Central

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Fetch-type Linking

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Fetch Type Linking – EBSCO API

- Introduced in 2016 after consultation with EBSCO
- XML request sent to EBSCO instead of a metadata URL
- API returns either no result, or direct article link with EBSCO article number.
- May improve some linking issues, but not metadata conflicts/mismatches
- Available in both SFX and Alma, easy to activate/deactivate

Fetch Type Linking - DOI

- DOI = Digital Object Identifier
- Publishers assign a number to a particular article (instead of metadata)
- CrossRef keeps track of DOI numbers and metadata associated with those numbers.
- If a publisher does not support an external article-level link-to syntax, SFX uses:
 - CrossRef reverse-lookup services
 - DOI to obtain metadata in order to link to article level result

DOI Linking problems – what to do?

- DOIs are unique, not context-sensitive
- Resolve a DOIs at CrossRef website:
<http://dx.doi.org/>
- Report Incorrect DOIs to CrossRef:
<http://www.crossref.org/DOIComplaint/>
- Disable CrossRef on TS level (if persistent problems with target). **Note:** This will not solve the problem completely, as OpenURL DOIs will still be used.
- Some Services allow CrossRef exceptions in parse_param:
exception=noDOI

DOI linking problems - noDOI

- Target parsers currently using the noDOI exception:

- BRILL::journals
- ELSEVIER::SCIENCE_DIRECT
- Highwire::HighwireH2O
- Highwire::highwire
- OVID::Journals

- More expected in future updates.

DOI & PubMed Fetch – Alma Configuration

ADMINISTRATION -> General Configuration -> Configuration Menu -> External Systems -> Augmentation Profiles -> Resolver Augmentation

The screenshot shows the 'External System' configuration page. The 'Actions' tab is selected. There are three sections: 'DOI Definitions', 'OAI Definitions', and 'Pubmed Definitions'. In the 'DOI Definitions' section, the 'Query Url' field contains the URL `http://doi.crossref.org/query/xref.cgi?id=%s&pid=%s:&s&format=unixref`. The 'Username' and 'password' fields are highlighted with a red border. The 'OAI Definitions' and 'Pubmed Definitions' sections show similar configurations for querying arXiv OAI and PubMed respectively.

Code	Name	Integration Type
AUGMENTATION	AUGMENTATION	Resolver Augmentation

DOI and Fetch – SFX Configuration

- Make sure your CrossRef username and password is entered into the file in
/exlibris/sfx_ver/sfx4_1/<instance>/config/

```
Section "parsePrivateID"
  module      "Parsers::SourceParser::OpenURL_1_0::doi"
  user        "*****"
  pass        "*****"
  base        "idea"
  type        "xml"
  path        "/query/xref.cgi"
  sid         "null:null"
  type        "xml"
  doiurl     "http://dx.doi.org"
  xrefurl    "www.crossref.org"
  timeout    "30"
EndSection
Section "fetchRecord"
  module      "NetWrap::HTTP"
  host        "doi.crossref.org"
  timeout    "30"
EndSection
```

Next Steps and Support Resources



Next Steps and Support Resources

- Additional support resources within the ExLibris Ecosystem:
 - [Idea Exchange](#)
 - System Status Pages: [Single Tenant ENV](#) / [Multi-Tenant ENV](#)
 - [Developer Network](#)
- [Technical Seminar Presentations](#)
(located in the Cross-Product section of the CKC)

Metadata Issues – Working with Vendors

- Our KB Team has a Vendor Relations group

Can be contacted at

exlibrisdataservices@exlibrisgroup.com

Benjamin.Johnson@proquest.com

if vendors have questions or want to communicate new linking syntax.

Related Documentation



- [Setup of CrossRef \(DOI\)](#)
- [Configuring Ebsco API for Full Text Linking in Alma Uresolver and SFX](#)
- [what is &exception=noDOI in object portfolio parse param?](#)

Q & A

Any Questions?





Session Survey Evaluation

Please use the following link

<https://www.surveymonkey.com/r/techsem2017>

to provide feedback on your sessions.

THANK YOU!

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