Community Knowledge

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

- Adding statement of responsibility to Title in Primo VE
- Add Data
- Analytics Evidence AGSA10.1 - Display Defaults - Results vs Criteria Tab
- Analytics Evidence AGSA10 - Display Defaults - Suppressed vs Repeat Columns
- Analytics Evidence AGSA11 (Alma) - Date Dimensions are inconsistent
- Analytics Evidence AGSA13 - LC Call Numbers with prefixes are not being mapped correctly in Analytics
- Analytics Evidence AGSA14 - PO Line Notes must be mapped to Analytics anywhere PO Line mapped
- Analytics Evidence AGSA15 - Set data not consistent with analytic data
- Analytics Evidence AGSA16 - Dimensions often freeze instead of opening
- Analytics Evidence AGSA7 - Random Analytics Timeouts
- Analytics Evidence AGSA8 - Cannot be in Alma Dashboard and Design Analytics simultaneously
- Analytics Evidence AGSA9 - Display Name vs. Display ID
- Alma Analytics Evidence Contributors and Subject Areas
- Alma Digital: import errors and how to find them
- Alma link resolver: set it and forget it
- Alma link resolver setup
- Alma Resource Sharing Lending Workflow
- Analytics - Combine 2 or More Fields
- Analytics Evidence AGSA1 - SQL Access to Data
- Analytics Evidence AGSA12 - Ex Libris-Generated Templates and
- Analytics Evidence AGSA12 - Ex Libris-Generated Templates and-or Dashboards for Standardized Reports
- Analytics Evidence AGSA2 - Analytics star schema does not allow subject areas to be combined
- Analytics Evidence AGSA3 (008 Field)
- Analytics Evidence AGSA3 - Entire MARC record including all holdings tags and subfields must be mapped to and reportable
- Analytics Evidence AGSA4 - Users are unable to upload files into Analytics to build their reports
- Analytics Evidence AGSA5 - Data Dictionary and Data Model Needed
- Analytics Evidence AGSA6 - Field naming consistency needed
- Analytics Evidence BESA1 - Institution Anonymization in Network or Community Zone
Automatically Printing Alma Loan Receipt Letters to a Thermal Receipt Printer

- A Few Helpful Alma Analytics Queries
  - Analytics Evidence BRSA1 - Missing Field Detail in Borrowing Requests SA
  - Analytics Evidence BRSA2 - Location and Physical Item Details Missing from Borrowing Requests SA
  - Analytics Evidence BRSA3 - Missing Date Components in Borrowing Requests SA
  - Cheat Sheet - Ask the Expert Advanced Analytics Sessions
  - Clickable Link in the Public Note of a Holding record
  - Analytics Evidence CN4 - IZ-Only Consortia are Unable to Report on All Institutions
  - Analytics Evidence CN5 - No NZ-Level File Sharing Area in Alma Analytics for Consortia
  - Analytics Evidence CN6 - IZ Institutions Need to Run NZ Reports Without NZ Login
  - Analytics Evidence CN7 - Consortial Overlap Analysis Needed for All Types of Inventory
  - Analytics Evidence CN8 - Consortial Collection Analysis
  - Analytics Evidence CN9 - Copy Quantity Reporting
  - Analytics Evidence CN10 - Last Copy Reporting
  - Analytics Evidence CN1 - Complete Separation of IZ and NZ, But Some E-Resources in IZ and Some in NZ
  - CN 2 - NZ Resource Sharing Reports Missing Process Status Date
  - Analytics Evidence CN3 - Analysis of Data Across Campuses Often Fails
  - Converting metadata from Equella to Alma-Digital (a DC to MARC crosswalk)
  - Analytics Evidence CRS1A - Item and citation information is not available in the Course Reserves subject area
  - Analytics Evidence CRS1B - Usage Counts for electronic course reserve items missing from Course Reserves
  - Analytics Evidence CRS1C - Instructor and owner information missing from Course Reserves SA
  - Analytics Evidence CUSA1 - Canned Reports for Cost per Use Package do not reflect correct information
  - Analytics Evidence CUSA2 - Report Data From Non-Canned Reports Not Correct
  - Analytics Evidence CUSA3 - Platform Information Missing from Cost Usage
  - Drools Normalization - Copy exact positions of a controlfield to a datafield
  - Analytics Evidence EISA1 - Fund Information missing from e-inventory subject area at both portfolio and collection levels
  - Expert Optimization Service for Alma at the Colorado School of Mines
  - Analytics Evidence FESA1 - Only Active, Cancelled, and Closed PO Line status values mapped to Funds Expenditure
  - Analytics Evidence FESA2 - Different Material Type Fields in Different Types of Records
  - Analytics Evidence FESA3 - Report on PO Line Pct in Foreign Currency Incorrect
  - Analytics Evidence FESA4 - PO Line Notes Missing from PO Line Dimension in Funds Expenditure Subject Area
  - Analytics Evidence FESA5 - No Comprehensive List of Active Continuous POLs Without Associated Payments
  - Analytics Evidence FFSA1 - Credits not being mapped to Fines and Fees Subject Area
  - Analytics Evidence FUSA1 - Borrowing Details contain Statistical Category names but not Statistical Categories
  - Getting UTF-8 records from Alma into OCLC Connexion via z39.50
  - How did you handle “Technical Migration” items?
  - How to - A method of deleting user accounts from Alma which preserves original data in Alma Analytics
  - How to calculate in Analytics the % remaining of a fund considering both expenditures and encumbrances
How to create a POL from Search External Resources
How to find records with both physical and electronic inventory
How to Modify the MailReason.xsl to Display Different Greetings for Different User Groups
How to share Alma Analytics reports without saving them in a Shared Folder
How to use a MARC Enrichment Service with Alma
How to use local control number as unique identifier
How to use Master-Detail Events in Alma Analytics
How to waive a Credit
How to setup complex data enrichments via import profiles with Drools
How to – Alma Analytics – Using Nested REPLACE formula to remove subfield delimiters
Introduction and Intermediate Alma Analytics Training Materials
Analytics Evidence LRSA1 - Temporary Location Dimension Missing from Lending Requests SA
Analytics Evidence LRSA2 - Critical Date Components Missing from Lending Requests Subject Area
Analytics Evidence LRSA3 - Missing Field Detail in Lending Requests SA
Migrating Content from a Digital Commons Repository to Alma Digital
Moving to Alma-PrimoVE: Hindsight is 20-20 - Recordings from 2019 SUNYLA Midwinter Virtual Conference
PG3 - Join Primo with Alma
Analytics Evidence PISA1 - Intellectual Entity (IE) Number Missing from Physical Items SA
Analytics Evidence PISA2 - Distinguishing Withdrawn Items and Withdrawn Reason in Analytics
Analytics Evidence PISA3 - Mapping of Created On, Created By, Modified On, Modified By Undocumented
Analytics Evidence PISA4 - No Bibliographic or Holdings Data If No Item Record Exists
Analytics Evidence PISA5 - Make Entire MARC Record Available in Analytics
Analytics Evidence PISA6 - Vendor Contact and Contact People Missing for P, E, and Funds Expenditure SAs
Analytics Evidence PISA7 - Creator is Ex Libris When Importing Records, Not User Importing
Analytics Evidence PISA8 - Number of Same Title Copies Held Not Available in Missing Items Report
Print loans receipts directly via browser extension
Python script to change missing UNIV items to the UNIV XM location, as determined by an Alma Analytics report
Python script to delete expired patrons from Alma, as determined by an Alma Analytics report
Analytics Evidence RQSA1 - Expired Patron Physical Item Requests Not Mapped Correctly
Analytics Evidence RQSA2 - Request Details Dimension has Cancellation Note and Reason But Not Who Canceled
Splitting a field into distinct subfields using a normalization rule, identifying instances of that field with indication rule
Tips and Tricks in migrating to Alma-D
Troubleshooting Tips to help get Alma Case Solved Quicker
Analytics Evidence UDSA1 - Normalized Title in Usage Data SA Title Identifier Dimension Normalized Inconsistently
Understanding Normalized Call Numbers in Analytics
Analytics Evidence USA1 - Deleted Historical User Notes or Blocks Disappear
Using Alma Work Order to Manage Search and ReAcquisition of Missing or Claimed Returned Items
• **Content Corner**
  
  **Alma Community Zone**
  - Knowledge Articles
  - Release Notes
  - Supporting Resources

• **Product Documentation**
  
  Access the latest documentation for Ex Libris products
  - Alma Online Help (English)
  - Alma Online Help (Deutsch)
  - Alma Online Help (Français)
  - Alma Online Help (Chinese)
  - Alma Online Help (Español)

• **Training**
  
  Learn new skills and get certified with our tutorials, recorded training and other materials
  - Alma Essentials
  - Alma Administration Certification
  - Alma Collaborative Networks (Alma Consortia)
  - Resource Sharing
  - Extended Training
  - Ask the Alma Expert
  - What's New Videos
  - Alma Digital
  - Alma Workflows
  - Analytics

• **Release Notes**
  
  Stay informed about the features and capabilities included in each product release
  - 2020
  - 2019
  - 2018
  - 2017
  - 2016
  - 2015
  - 2014
2013
- 2012

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

- "Activate/deactivate courses" job
- "Change physical items" job changed too many records
- "Change query" will not change the set content type
- "Could not send message" in resource sharing lending request
- "Error generating document" shows on an Analytics Scheduled Report (Excel)
- "Expand from template" - field is not replaced
- "Failed to register a new system job instance" error when attempting to run Job in Alma
- "Field Email Address must have a valid form" when updating a user
- "Field Phone Number must be Numeric" error when updating user
- "From Address" in "Send Query to Patron" in Resource Sharing Borrowing Request
- "Fund Allocation Transfer" and Fiscal Period Rollover - are there any known limits?
- "Get it" tab in Primo does not contain the current year
- "Identifier of type ... and value ... is already taken Across Institution in this feed" during SIS feed
- "Invoice contains vendor account which differs from one or more linked PO Lines" -- Alert for EDI. How to resolve it?
- "Issue" material type isn't added automatically to the items during Recieve, how to fix
- "Item cannot be loaned from this circulation desk" - how to fix it?
- "Letter Send Format" functionality when configuring Overdue and Lost Loan Profiles
- "Mandatory field is missing" in SIS version 2 (more technical answer)
- "Mandatory field is missing" in SIS version 2 (less techy answer)
- "Merge Method should be defined" error for External Resources import/merge
- "More Info" to view Publishing Information - which Role does it require?
- "No overexpenditure is allowed" message when changing overexpenditure rule
- "No results were found" in Ebsco when Full-Text is Available
- "Num of Items" ("Physical Item" subject area) on analytics - which items are counted
- "OAI Repository is not active for this Institution" error when Publishing, e.g. to RapidILL via OAI-PMH
- "Plan B" for API request on Developer's Network
- "PO Line Owner" drop-down list - remove a library
- "Request a different issue" - how to change the label of this type of request?
- "Send" for Borrowing Request gives: "Could not send message: Failed to process message"
- "Synchronize changes" job fails every Saturday
- "Synchronize Changes from CZ" Job Fails Since Previous Instance of the Job Still Running
- "The loan due date cannot be changed" - how to override?
- "The subscription is not active" message when opening a new prediction pattern
- "Toggle Missing Status" button is not displayed in the Actions button
- "User is not external" error in User Loader (SIS) - how to resolve it?
- "XML loaded is missing letter type Tag" when testing via "Notification Template"
- [Alma] - Publishing information not working (Sandbox)
- [Alma - Resource Sharing] - Search doesn't work in Notes-field
- 'EDI - Load File' job for invoice creation unexpectedly delivers error message under 'Alerts' tab: "Input file does not exist"
- 'From' address in resource sharing letters
- 'Generate' button functionality in the Physical Item Editor
- 'Manual Locate' Job
- 'Related Subject Terms' display in Primo new UI anniversary video
- 12/31/1969” is due back date for items temporarily placed for Course Reserves - why? what does this date signify?
- 2 day delay in items publishing from Alma to Primo
- 852 subfield a - how to ensure it is populated?
- Access denied for user in Analytics
- Access Rights: viewing digital objects from Primo – who is allowed and who is restricted.
- Action buttons in MD Editor are not active
- Activating Alma Portfolios - checklist
- Activating the "Recalculate PO line encumbrances based on current exchange rates" job
- Activation Wizard: 'Activate this package service' vs 'Make service available'
- Active portfolios are not published to Primo - how to resolve
- Adding and filtering ISBN in a report for Analytics
- Adding an Analytics Widget (e.g. Report) to the Home Page
- Adding a Local Portfolio triggers error: "Failed to create New Portfolio"
- Adding a physical item to an existing journal title using Quick Cataloging results in error
- Adding a PO Line from a Community Zone Record
- Adding fields to a letter in Alma
- Adding fiscal period gives: "Unable to update mapping table. Adding or deleting rows is not permitted."
- Adding IP Definitions for a Library - can this harm/adversely impact anything?
- Adding MARC HOLDINGS fields to Local Params in Analytics
- Adding print journal holdings to the Primo A-Z list for Alma data
- Adding roles using Update/Notify Users Job
- Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
- Add a role to all users with a specific user group
- Adding a Total to Order List Letter
- Add bibliographic or Holding fields to Alma Analytics
- Add Deleted Records to a Set
- Add Invoice Line can't find a known Fund
- Add local coverage to portfolios in a Collection in bulk
- Add or modify "End of Term" event, for loans and renewals due date (e.g. at new semester)
- Add set for Items not working
Add set of portfolios job has failed
◦ Add Statistical Categories via SIS
◦ Add top level collection: Internal error is returned
◦ Add Users (synchronize) using a Match ID different than the one used in SIS
◦ Advanced search "Starts with" doesn't work for 035 field
◦ Advanced Search and Boolean operator NOT
◦ Advanced Search where Electronic Collection Name is Empty returns results where Electronic Collection Name exists
◦ Alma: Barcode action on receiving continuous items is confusing
◦ Alma: Ebrary and EBL Collections Retirement Notification
◦ Alma - drools copyField doesn't work on multiple fields
◦ Alma Acquisitions: title search for PO line does not find the record although it is identically spelled
◦ ALMA ANALYTICS - Display Name instead of Owner ID number?
◦ Alma Analytics - Zero Loans Report
◦ Alma Analytics Agent - Scheduling causes errors
◦ Alma Analytics not opening and giving error message
◦ Alma baseurl for PubMed
◦ Alma bX harvesting
◦ Alma Closed Orders - Can a closed order be reopened?
◦ Alma deleted bibs show up in Primo
◦ Alma freezes when using Firefox
◦ Alma Fulfillment: Hold shelf period not behaving as expected
◦ Alma Homepage Customized Widgets Don't Display Properly
◦ Alma menu > Resource Sharing Borrowing Requests > Send query to Patron > Where are the email addresses “From” and another, appearing in the bottom of the letter coming from?
◦ Alma Publishing files lack .xml extension when unquartered
◦ Alma Purchase Order Lines (POLs) not displaying in the Packaging section
◦ What happens to Alma holdings when you run the Change Physical Items job
◦ Alma Resource Management: Creating custom sets from files using an identifier other than barcode
◦ Alma Resource Sharing: returning items without putting them into transit
◦ Alma widgets don't display correctly
◦ Alma z39.50 character encoding - what is it?
◦ Amazon S3 Cloud Storage Service - is there a limit?
◦ Analytics, Course Reserves: Title field is blank
◦ Analytics - Using the results from one report as input for another report
◦ Analytics - Bibliographic Details.Network Number is truncated
◦ Analytics - meaning of "Requested" as a value in "Process type" field of Physical Item Details dimension in the Physical Items Subject Area
◦ Analytics - Recalled Items
◦ Analytics - retrieving records based on criteria of "x days before today"
◦ Analytics - Total (sum) at Top of Table
Analytics access denied to user with roles

- Analytics API returns error message "Path not found"
- Analytics error "Too many running queries. Server is too busy to process any more queries at this time"
- Analytics exporting text encoding
- Analytics Fulfillment report gives "Item Policy" as "unknown" for some item policies
- Analytics Fulfillment report on overdue items
- Analytics Journal Usage – Titles report gives error "Exceeded configured maximum number of allowed input records"
- Analytics LC Classification code shows Unknown even though a call number is present in Alma
- Analytics library filter not working correctly
- Analytics link in the top bar of the UI
- Analytics reports: sum incorrectly calculated
- Analytics report about loans shows sometimes an empty User Group field
- Analytics report based on a keyword repository search
- Analytics report combining Funds and number of Loans - how to create it?
- Analytics Report includes data that was deleted months ago
- Analytics report only retrieves one PO Line even though the bib record has two linked PO Lines in Alma
- Analytics report on Fines/Fees owed by patrons
- Analytics report on fines and fees Waiving comment
- Analytics report sorting items by LC Call Number
- Analytics report with null values
- Analytics Session Timeout
- Analytics Subjects field under Bibliographic Details cut off at 255 characters
- Analytics Union Report - How To report on portfolios with or without POnines
- Analytics Users report combining two different fields under the “Select only one of the below” section - how to?
- Analytics widgets with a prompt
- Analytics: E-inventory > Bib Details > Author field fields truncated at colon
- An error has occurred while trying to load the Record list" in Metadata Editor, Save and Release
- An external process has changed the original record
- API call limitation Sandbox
- API query results in "Daily account plan limit exceeded" error
- Are EBSCO e-Books Included in Primo Search Results?
- Are encumbrances fully released when an expenditure is generated from an invoice that is created ‘From PO’ in Alma?
- Are Voucher Numbers required in order to close an invoice?
- Automatic Delete or Suppress Brief Course Reserve Citations when a course ends
- Automatic Renewals and accruing fines
- Automatic renewal done 4 days too early
- Auto renewals for overnight loans
- Availability statement always display "May be full-text" when ALMA is a link resolver for MetaLib and EBSCO records
Availability web service
- AVE and OWN fields missing from Primo publishing
- Avoid the "Edit Info" functionality in "Manage Patron Services"
- A canceled Lending Request won't update to Completed
- Backup copy of Alma template record -- *Don't* use this one
- Barcode search "More Info" shows requests but “Resource Request Monitoring” finds none
- Base URL Configuration
- Bibliographic overlay of portfolio record causes parser not to link to journal level
- Bib record disappears after overlay
- "Bind Items" button does not always display in the list of items
- Blank item Process Status at bottom of list
- Blank Screen in Alma when connecting to Circulation Desk
- BLDSS - "Cannot send a request that was not located" error message
- Block preferences: "Not Renewable - Item has Requests" is ignored
- Booking request: No items available for the request due to policy
- Booking Requests - how to avoid using Hold Shelf?
- BR3 Usage Data report: all identifiers are saved in the eISSN field
- Browse shelf listing ends with wrong result
- Bursar export of credits - is it possible?
- Bursar output file name (structure)
- Calendar (Opening Hours) shows last day of month as closed
- Calendar configuration for Opening Hours not kicking in. Why?
- Calendar Management - steps to reduce (or add) hours over the library Standard Opening Hours
- Call number with wildcards
- Call Number won't display in ILLiad Z39.50 client
- Can't Add Local Portfolio to Collection
- Can't close invoice: "Fund ... belongs to the previous fiscal period for which transactions are not allowed"
- Can't edit contact info for some users
- Can't find PO Line from "Add Invoice Line" menu for a closed PO Line
- Can't log into Alma
- Can't return item from temporary location.
- Can't save a Default Fund to the PO Line information tab
- Can't save EDI information tab "EDI code for institution is mandatory"
- Can't send an Overdue notification for a lost loan
- Cancelling a POL in status "Waiting for invoice"
- Cannot activate this portfolio since its electronic collection is localized more than once in institution zone
- Cannot customize Fines/Fees Behavior table, get 'The field VAT Percentage does not match its definition' error
- Cannot Disable/Enable Letters
- Cannot edit or add Process Type when creating an item - why?
- Cannot find a POL in the list when trying to associate an item/holdings to POL
Overlay and Merge Fails for Records Locked in MD Editor

- Cannot Place Patron Requests by Scanning Barcode
- Cannot save changes Yes to No for "Display To Public" in Manage License Terms
- Cannot Update and Save 866/863 fields when there are multiple titles with the same accession number in the 852
- Can an Approved and Paid invoice be edited?
- Can an item be received without an Invoice?
- Can a closed SalesForce case be re-opened?
- Can a Portfolio's Public Note be inherited from the Vendor's Interface record?
- Can a PO Line disencumbrance be re-encumbered after an invoice is deleted?
- Can a Rota template be arranged an ordered list?
- Can dropdown list of Library/Location be arranged in Alpha order?
- Can Ex Libris Support force close an invoice in Alma?
- Can I change the currency of a POL?
- Can I upload the same invoice file twice?
- Can migration from Voyager create only items and ignore all 'issues'?
- Can more than one field/subfield be specified as e-provider in the migration form, P2E section?
- Can Network Zone Normalization Rules Be Selected In Institution Zones?
- Can't edit Allowed IPs when at Library level of OAI_Definition External System Integration profile
- Can physical items be moved in bulk without creating a transit status?
- Can Primo display Block specific notes?
- Can purged users be viewed once deleted?
- Can same login be shared by multiple operators (e.g. circulation staff)?
- Can we bulk add/remove items from the e-activation task list?
- Certification Training for Alma - how to register?
- Change a PO Line Vendor
- Change default Acquisition Method for Purchase Order (PO) lines
- Change Ledger (Fund) Code
- Change physical items job: There was a POL linked to a holding record > After the job, the POL link is broken and a new Holding that is created by the job is not linked to POL. Why?
- Change PO line owner with job "Update PO Lines Information - Advanced" not working
- Change Suppress setup in Alma - will it trigger publishing to Primo?
- How to change to "on hold shelf" letter
- Changing 'Check' to 'Cheque' in Payment Information at Circulation Desk
- Changing color and/or logo on ALMA doesn't work
- Changing status "Waiting for manual renewal" in bulk
- Changing the Library's Link Resolver Base URL in bX Hot Articles App
- Changing the subfield separator on the Metadata Editor
- Changing TOUs - Is it retroactive?
- Check should display as payment option in Circulation Desk
- Choosing which service will be displayed in ViewIt when using Direct Linking
Chrome browser identifies connection as "Not Secure"
- Claim is sent to vendor for a one-time order even though item is received
- Classification code of UNKNOWN is shown in Analytics even though there is an 852$h
- Cleanup or ongoing maintenance of an Electronic Collection using Excel file
- Clicking Back after adding a brief citation to a reading list changes status to Being Prepared
- Clicking on Manage Fulfillment Options shows error message 'Some of the existing physical inventory may not be used for fulfilling resource sharing requests due to library policies'
- Closed day used as due date
- Closed Invoices with Payment Status "Not Paid".
- Combine sets: number of results in the combined set differs from the single set results
- Combine sets of different content types
- Common warnings / errors from offline circ
- Completing borrowing requests that were returned to partner
- Configuration for this: "Warning - Patron does not have resource sharing requesting privileges."
- Configuration menu for "Subscribers" is not available under "Acquisitions, General"
- Configure Alma Item Circulation Status Label
- Configure FTP Server of Type MVS
- Configure one-item requested titles to be "not available" for requesting
- Configuring Alma to Allow Multiple Requests on A Title
- Configuring Anonymization of fulfillment activities and Archiving historical information
- Configuring CCC Get It Now in Alma
- Configuring COUNTER Subscribers: no "Subscribers" code table available in Alma Acquisition configuration
- Configuring Ebsco API for Full Text Linking via Alma and SFX link resolvers
- Configuring loan limits to exclude Resource Sharing loans
- How to Configure Quarterly Prediction Patterns
- Connexion export to Alma is slow
- Consortia cataloging privileges configuration not distributing to all members
- Contact Info in SIS profile
- Content of a MARC 500 field (Note) in Analytics
- Continuous POLs reappear in Claim tasklist - how to remove?
- Continuous POL is in status "Sent" instead of "Waiting for Renewal". How to move it along?
- Continuous PO Lines: release encumbances
- Control when ILLiad request appears in Primo's GetIt tab - guest users, item availability
- Convert a list of values into a filter in Alma Analytics
- Country display in letters
- Course Reserves / Reading List check-list for Alma-Primo
- Course reserve item call number missing
- Courtesy Notice and Auto Renewal
- Create a set to close lost loans
- Create new fiscal year - without rolling funds over
- Create physical item work orders, checkbox "Do not pick from shelf"
Create set from Analytics - Users
Create Summary field 866/867/868
Create an itemized Users set based on Analytics
Create Work Order linked to the Circulation Desk
Creating a new acquisitions department
Creating a report in Alma Analytics with mathematical computation
Creating duplicates when importing records
Creating POL with ZERO amount for price and no Fund - how to?
Criteria for packaging PO Lines into one PO
Customer ability to close Salesforce Cases
Customized Letter Content is not included in "Update/Notify Users" Job Emails
Customize Letters - Courtesy and Due Date Letter - Change XSL to reflect date and time
Customize the 'item-in-place' Status Wording
Customizing Letters - Example Reset Password Letter
SIS and Date format with "Z" in User XSD
Date range for Alma Reminders cannot be customized
Deactivate portfolios and activate new ones based on spreadsheet loader provided by the vendor
Debugging publishing from Alma to Primo for a specific record
Default item policy in Resource Sharing receiving item
Defective barcode image printed on request and transit slips
Deleted items in Analytics reports
Deleted item stuck in user account and prevents loaning items to patron, error: "General Error"
DELETE BIB privilege
Delete invoices in status Ready to be paid
Delete Location which has items in temporary location
Delete PO line template
Determining Item Availability on a Reading List
Difference between "User Group" and "Patron Group"
Difference between Original Record and Marc Record tabs in Merge Preview (Resolving import issues)
Different number of items in items and HOL list
Different process type drop-down lists in the Scan In Items screen and the Physical Item Editor
different types in the lost loan notification letter
Digitizations requests that are 'stuck' and can't be deleted
Direct link to A-Z list (Primo-Alma integration)
Disable claim letters sent to vendors
Disable renewals on requested item which is on loan (recalled)
Disappearing MARC 003 Field
Display Logic Rules - select a range of platform specific packages in the ‘with value’ section
Does "Purge User Records" delete users with an empty purge date?
Does Alma adjust for Daylight Savings changes?
Does ALMA automatically create a PO for this POL once we have selected "Save & Continue"?

- Does Alma have a "wildcard" that can be used in the display logic rules?
- Does everything in the "waiting for payment" list have to be cleared/closed before fiscal close is done?
- Does the "PDA-Alert PDA Threshold" job need to be activated to generate alert emails?
- Does the bursar export include expired patrons/users fines and fees?
- Does the POLine Receive or Activation Status impact inclusion in Rollover?
- Does the RSS Discovery URL need to be redefined for each additional RSS profile?
- Do MD Editor and PO line templates in test PROD Alma environment remain after cutover?
- Do overencumbrance rules apply to new order imports?
- Due Back Date Results in Recall
  - Due dates have to be entered for each item in reading list
  - Due dates of resource sharing loans always moved by one day
  - Due date in the past
  - Due date should be unchanged even if it is a closing date
  - Duplicate item - inventory number missing
  - E-inventory report ; searching for Proxy Enabled
  - E-materials appearing once in Alma (IZ), but twice in Primo; FRBR groups
  - E-resource has Physical Version at Electronic Location after P2E process but needs to be removed
  - EBL/ebrary migration to Ebook Central
  - Ebsco Collections without the Ebsco API
  - ECT code in Alma XML to Primo - what does it mean?
  - Edit function for holding records missing when there is only one holding record
  - EDI Invoice: Retrieve VAT amount from MOA+124 of the invoice level
  - EDI Invoice: Retrieve Invoice level additional charges amount from MOA+8
  - EDI Invoices: Why the Fund isn't being inherited from the PO Line?
  - EDI Invoice fails to match Invoice Line with PO Line
  - EDI Invoice Import fails with error java.lang.NullPointerException
  - EDI ordering for different accounts at B&T (Enriched)
  - EDI Order Responses (ORDRSP) fail with: Rejection reason does not exist
  - EDI Order Responses - how to load?
  - EDI POL Sample File - how to create it?
  - ejournal statistics - report on active unique titles
  - Electronic Collection's Public Note search produces incorrect results
  - Electronic collections without a portfolio not found in Advanced Search by Creation Date
  - Electronic collection is deactivated but cannot be activated
  - Electronic Collection Lifecycle = None
  - Electronic holding coverage results in No Full Text, why aren't physical holdings being considered?
  - Electronic portfolio issues: Edit/Save and Remove Selected
  - Email "From:" is not addressFrom Field in "Borrower Receive Email Letter"
  - Email Notifications Stopped Printing (specifically: Hold Request Related Letters)
Enable Citation Linker on the Primo Main Menu

- Enable Pop-up (block) for patron overdue limits during loan
- Enable request on multiple items of same bibliographic record
- Enabling Aggregate Lost/Overdue Notifications
- Enabling authentication in new premium sandboxes
- Enhancement Process - Common Q&A

- EOD: what user data should be used for mapping to POL Interested User?
- EOD import - inconsistent handling of duplicate records in import file
- EOD for multiple items. When two 949 fields in input file with item information and the same Fund in each field, items were created correctly, but the Fund appears twice in the POL, as if there are two funds.
- Error: "More than one request found for entered item, please enter request ID" during Scan In, how to proceed?
- Cannot delete Alma user because they are assigned to an invoice
- Error: "Unable to update mapping table. A required parameter was not supplied: ill_item_creation_lib_code" for Fulfillment Configuration Other Settings
- Error in the rollover “PO line is linked to more than one transaction”
- Error in To and From Date!Hour message in Calendar Management
- Error in To and From Date!Hour message in Calendar Management
- Error messages when scanning in an item to fulfill a resource sharing lending request
- Error message "Could not create request, default item location is not defined for the resource sharing library" when trying to process ILL Requests
- Error message 'A subfield separator character may not be used'
- Error message when trying to generate predicted items
- Error on Sandbox: "It is not possible to use this server, server name is not in FtpIncludeList mapping table"
- Error opening record
- Error trying to add portfolios from set to Local Electronic Collection
- Error trying to set up dashboard widget.
- Exclude Acquisitions process status from publishing to OCLC (control when to publish to OCLC)
- Exclude Alma Items from Being Published to Primo
- Exclude or include deleted items in Analytics reports
- Exclude Prediction Pattern Items from display in Primo
- Alma support for ten digit OCLC number expansion?
- Expected Content of Community Zone Updates Task List tabs: "Review" and "All"
- Expected Receipt Date of a POL is in the past - how to fix it?
- Expiration Alert Period
- Exporting Reports as CSV changes the end of MMS ID to 0 if longer than 15 characters
- Export electronic portfolios - no records were found
- Export to ERP job failed (or not ran) - would the invoices be exported with the next its run?
- Export to OCLC job
- Export Users - how to?
- External resources Z39.50 error
- External Resource addition to metadata editor / MD-editor
Ex Libris Identity Service password length
Ex Libris Identity Service password reset forgot password if user does not have email or has generic email saved in Alma
Ex Libris Identity Service password strength
Ex Libris Offices' IP Addresses
F3 in field 650 7 not working when subfield 2 is missing
Failed to connect to FTP server FTP1.EBSCO.COM ... : Name or service not known. ... "
Fields not suppressed in letters
Fields that are not in Controlled Vocabulary produce terms in drop-down when cataloging in MD Editor
Field 852 filled automatically when adding a HOL record
File name isn't changed after Import (no timestamp added) - why? How to avoid duplicates?
Find an Excel Spreadsheet to update Portfolios in a Collection
Find out how a POL was created
Fine and Fee Behavior when a Bursar system is integrated into Alma
Firewall error received when trying to Import from the Connexion client
First day of the week in Analytics
Fiscal Period Close Resources and FAQs in Alma
Fiscal Period Rollover - one Library's POLines just won't rollover
Fiscal Period Rollover - will Standing Order, Waiting for Invoice, be part of its population?
Force choice of "Currently at" a desk or department - how to?
format of xml files for patron upload
FTP error "Failed to upload file" in Integration Profile job report
FTP to Ex Libris
Fulfillment > Physical Fulfillment > Advanced Policy Configuration > Maximum Fine policy type > Value Type: None, Other. What is the difference? At what instance each type should be selected?
Fulfillment Unit Rules: changing rules order recorded as rule's change
FullItemChangeDueDateLetter Email version not found in Letter Emails
Full-text links from NZ portfolios don't display in Primo View It
Full Inventory Indexing Job not progressing (stuck) - is this delaying other jobs?
Full Inventory Indexing Job still Running?
Fund is mapped in an Import Profile, exists in input file, but not added to the POL
Gale newly activated database gives linking / OpenURL errors
Error regarding Gender field when loading users via SIS
General error {DESCRIPTION=Failed to retrieve file sample" for Invoice ERP import
General Error - Cannot Loan or Return the Item
Generate authority number sequence: no bib target to select
GetIt tab in Primo shows only part of the Call Number, after Accession Placement setup changed
Getting Started with Alma Resources
Get "Corrupt installation detected" when attempting to install Offline Circulation
Globally change the "is magnetic" field for all items
Google Scholar no longer showing our institution in "Library Links"

- Google Scholar Profile is configured but institution holdings are still not appearing in Google Scholar
- Government Tax as separate Vendor for Use Tax/VAT
- Grace period of "1 Days" ignored by Alma?
- Harvester fails at 24% after applying SFX KB revision 20141000
- Heading Enrichment: Why some of the fields are not being enriched with sub-field 9?
- Hide the More(#) link within the Alma GetIt tab
- Holding 852 subfield $$$i is missing - how to update in batch?
- Hold Shelf Period is defined in Request TOU but ignored
- Hourly Loans - How to Enable Due Hour after Midnight?
- How are Alma statistics anonymized when contributed to bX?
- How are discounts applied to invoices in Alma?
- How are email address and phone number validation settings configured
- How are encumbrances set during roll over?
- How are the Primo Get It tab messages configured when no full text is available?
- How can a database be added to Alma?
- How can a record locked by another user be unlocked in Alma?
- How can a space be automatically inserted for the enumeration/chronology fields?
- How can desk operators manage patrons without having User Manager privileges?
- How can I define the default location for purchase orders?
- How can I delete a Dashboard in Analytics?
- How can I delete a User Identifier Type?
- How can I disable (have no longer appear) a line in an Alma email letter?
- How can I have an empty label in Primo Get It / View It?
- How can I request new collections to be added to our Discovery Indexes, KnowledgeBases and the Alma Community Zone?
- How can I schedule a job on the sandbox
- How can PDA license information be displayed in Primo?
- How can the 868 field be configured to display in the Primo Get It tab?
- How does Alma determine if enough money exists in a Fund to pay an Invoice?
- Which MARC21 fields Identify the Bibliographic Material Type?
- How do I access the Character Map?
- How do I batch release encumbrances in Alma?
- How do I change the subject of Alma Overdue and Lost Loan notification when I have multiple notification types
- How do I check when the Google Scholar index was last refreshed?
- How do I configure Alma to display a map to a physical item in Primo
- How do I configure Alma to integrate with ILLiad?
- How do I create a local field using Normalization Rule?
- How do I create a new circulation desk?
- How do I create a Pivot Table in Alma Analytics?
How do I delete a User Identifier Type?
- How do I disable recalls for lending requests?
- How do I display the total number of rows in an Analytics report?
- How do I get an API Key?
- How do I hide specific collections in ViewIt only from not logged in users?
- How do I request a Support Portal Login for a new staff member?
- How do I search for records that are not suppressed?
- How do I see the publishing information for a record published from the network institution?
- How Do Primo Central Records Work?
- How do we get access to the EL Commons CodeShare?
- How do we publish bibliographic records to Primo more than once a day?
- How do you extend a library's Standard Opening Hours to the future?
- How is number of items determined in the advanced mapping option in New Order profiles?
- How is the "currently at" dropdown populated?
- How is the fee owner (Institution vs. Library) determined?
- How is the Primo Get It Tab "No Holdings were found" Message Configured?
- How long (approx.) does the AutoExtract process take during Aleph/Voyager to Alma migration?
- How long are MMS IDs?
- How much disk space is required for the AutoExtract process during Ex Libris System to Alma migration?
- How often is data in Analytics updated?
- Using "OR" and "AND" operators together in advanced Alma searches
- How to activate an Electronic Collection from the Community Zone?
- How to add "Report a Problem" link for the GetIt or ViewIt menu?
- How to add a course and reading list
- How to add a Fixed Due Date (e.g. End of Term, Semester, other Event)
- How to add a new staff user
- How to add a role to a group of users?
- How to modify Fine/Fee Type description?
- How to add Library sub-unit to a Fund or Ledger 'Available for' field?
- How to add My Account and Contact Us links to a letter footer
- How to add Order without Inventory, or Assign Inventory Manually
- How to add the correct resource type in a Reading List citation?
- How to Add the User's First Name to the mailReason.xsl Letter
- How to allow requests for missing items
- How to associate PO Lines for donated or free items with a fund
- How to batch update Holding records through Normalization Rules
- How to Bulk Change PO Line Status?
- How to add pop up notes to Alma items in bulk
- How to change (move) Holdings without items to another location
- How to change a work order time
How to change date format in Analytics reports
◦ How to change normalization rule type from network zone to institution zone
◦ 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 title of a report in an Analytics dashboard
◦ How to change Your.Department@organization.com in letter emails?
◦ How to check if Google Scholar has been updated
◦ How to claim a lost loan?
◦ How to clear bibliographic templates from the Shared folder in the MD Editor
◦ How to configure “Keep in Department” Next Step options for Receiving
◦ How to configure and troubleshoot Alma Work Order Department Printers
◦ How to Configure a CSS Skin for the Alma Services Page in Primo?
◦ How to configure a different date format for a specific letter
◦ How to configure a request status that appears in My Account in Primo
◦ How to configure mandatory and optional fields for user and patron records
◦ How to configure mandatory fields for Users added manually?
◦ How to configure the allowed characters in a user's e-mail address
◦ How to Configure the Default Pick Up Location for Resource Sharing?
◦ How to Configure the Share With Network function in the MD Editor to find matches based upon the 035 field?
◦ How to configure the subject line for e-mail letters / slips / notices
◦ How to confirm list of vendors to send services page URL when moving from SFX to Alma?
◦ How to control ability of Circulation Desk Operators to change user passwords?
◦ How to control the fields in a new MARC 21 Bibliographic record?
◦ How to copy Control field to a Data field using Normalization rule
◦ How to Correct Primo Central's/Google Scholar's Holdings File?
◦ How to create Analytics report on portfolios coverage?
◦ How to create a 'Physical Titles' itemized set using a list of MMS IDs
◦ How to create a GES that will send an email?
◦ How to create a list of Titles and ISBNs of Physical Titles from Analytics
◦ How to create a new CSS skin for the Alma-Primo Mashup?
◦ How to create a report of patrons that owe more than $5 active
◦ How to create a user block (i.e. patron block)?
◦ How to create a user set in Alma
◦ How to create local normalization rules in a Network Zone?
◦ How to create/import OCLC numbers from an Excel file into existing Alma records
◦ How to customize the "My Account" link in the E-mail/Letter?
◦ How to define a long term loan rule?
◦ How to define the call number type for a library location?
◦ How to define the due date for Resource Sharing Lending Requests?
◦ How to delete an extra local portfolio visible in Metadata Editor Show Inventory
◦ How to delete a Closed invoice?
- How to delete a specific record from Primo?
- How can I delete bibliographic records in bulk from an Excel file of MMS IDs?
- How to delete items in batch
- How to Delete POLs which are already Closed? Could this process be used for purpose of cleanup of bibliographic records too?
- How to delete public notes from Item records?
- How to delete Standalone portfolios in batch?
- How to design the GES Public Name display on ViewIt
- How to determine what codes to enter for the Vendor EDI Attributes?
- How to disable a letter from being printed?
- How to display holdings in the WorldCat external search results list
- How to display maintenance and outages information on "View It" tab?
- How to Edit and Close a “Ready to be paid” Invoice
- How to edit Ready To Be Paid status invoices
- How to ensure correct display of diacritics in Connexion imports
- How to exclude In-house loans from "Loans" count in the Fulfillment SA
- How to extend the Fiscal Period for a ledger in Alma?
- How to extract OpenURL from Primo Central, Alma records and other sources
- How to find the originating address of Alma notice emails?
- How to fix duplicate search results in Alma repository search?
- Link resolving to journals that changed title/ISSN
- How to fix Analytics report to export date correctly to Excel 2007+
- How to generate a tracking ID in Alma
- How to get free e-resources lower in View It tab in Primo
- How to have an amendment inherit license terms from the parent license
- How to hide the Resource Sharing Request general electronic service and display an alternative GES for articles
- How to implement a normalization rule?
- How to import the PO Line price into the item record
- How to include the Request Note information on the transit letter
- How to install a SAML tracer in Firefox?
- How to limit access to Analytics Report based on User Role?
- How to link a set of portfolios to a community zone collection?
- How to link local portfolios (standalones) to the Community Zone
- How to make a normalization rule appear on a publishing profile drop-down menu
- How to make a report of all ordered items that have not yet been received
- How to make a report using a fixed date range
- How to make fields mandatory in Alma Resource Sharing book and article request forms
- How to manually create a purchase order line (POL)
- How to Merge Network Zone Record with a local record
- How to merge standalone portfolios with community zone collections?
How to move a POL to another electronic collection
◦ How to move items between BIB records
◦ How to order a specific portfolio from within an ordered package in the institution level
◦ How to prevent printing specific slips and notifications at specific locations
◦ How to prevent recalls when the loan is created via the 'Create Item' button in Patron Services (on the fly items)?
◦ How to print an individual MARC record?
◦ How to print multiple MARC records?
◦ How to publish a Database (electronic collection) to Primo?
◦ How to publish a large set of records from Alma to OCLC/WorldCat, regardless of management tags?
◦ How to query SRU server by material type
◦ How to receive an item for a POL of type Standing Order Monograph
◦ How to receive email notifications for a scheduled job?
◦ How to receive email notification for completed jobs
◦ How to remove all but one of several similar subfields in the same field in MD Editor
◦ How to remove an entry in the 'Contact People' tab of a vendor record?
◦ How to Remove a Public Note from Portfolios
◦ How to remove one-time PO Lines from Receiving Workbench?
◦ How to rename a data file of an Oracle database or move it to a different location
◦ How to replicate the original Primo page using the Viewit URL information?
◦ How To Report Full Text Linking and Availability Problems to Support
◦ How to report or export a list of active Portfolios (e.g. ejournals)
◦ How to report translation issues?
◦ How to report VAT?
◦ How to Resend EDI purchase orders (PO/POLs?)
◦ How to run the job “Change Physical Item”
◦ How to run the SIS loader manually
◦ How to run the SIS loader manually.
◦ How to Run the Update PO Line Transactions Job
◦ How to schedule jobs in Alma
◦ How to set-up publishing to PubMed from Alma?
◦ How to setup Alma to NOT send requests to ILLiad, if ISSN or ISBN fields are empty?
◦ How to set Group Settings if available to all campuses?
◦ How to set the display logic to hide a specific package if ANY other full text packages exist
◦ How to set the patron services initial screen "ID" choice
◦ How to set up a Hold Request option for an item that is in RS temporary location and on ILL process (item is lent to another library by Resource Sharing Lending Request)?
◦ How to set up Connexion so that only one 035 is in the exported Alma record
◦ How to set up Processing Departments for Courses
◦ How to set up renewal of a borrowing request automatically from the borrowing side
◦ How to suppress request link from Primo?
How to suppress the “Request Anyway” (General Hold Request) option from Primo > GetIt?
° How to Translate Alma Code Tables
° How to unlink a record from a Community Zone record?
° How to update an invoice number?
° How to Use a List of Values from a CSV File as a Filter in Alma Analytics
° How to view an Analytics report in a full screen mode
° How to view a merge routine
° If no invoice for one-time POL, how to mark as fully invoiced?
° ILLiad: How can the rfr_id element be retained in UResolver?
° Impact of the job “Change loan to claimed returned” on Lost loans fines/fees
° Importing bibs to create holdings - how is the 852 first indicator populated?
° Import job disappears - no email, not on Monitor Jobs
° Import job sends "completed with errors" notification email but job is not listed in profile's Job History
° Import Profile error: "Failed in stage Loading"
° Import Profile fails for some files without reason or error message [Character Code]
° Import Profile fails with error "Failed during Parsing record"
° Import Profile / new Merge rule: Completed with Errors
° Impossible to link a PO Line of an item/holding. The PO line is not in the list of orders to select
° Inability to limit query to records modified by specific operators/staff
° Inactive Electronic Collection published to Primo
° Includes Last Published Record" not ticked for the newest processing date row
° Incoming EDI invoice lines not linking to PO lines
° Initial Activation of Primo Central Resources When Working with Alma
° Input not an X.509 certificate" error when trying to import SAML certificate
° Install and run Alma Offline Circulation
° Institution's holdings have disappeared from Google ScholarAlma template record
° Institutional level calendar has an exception according to it all the libraries are closed in day X. One specific library appears in its own full calendar as open that day. Why?
° Institution icon grayed out in search results
° integrate Alma with Bibliotheca ExitWatch RFID SIP gates
° invalid login parameters in BIAF label printing tool
° Inventory Indexing Issues in Alma
° Invoice's "Prepaid" box is greyed-out and can't be checked
° Invoices > Which date does Alma use to convert foreign currency to local currency to transact against the fund? Will it convert at today’s rate, or at the rate which was valid on the date of the invoice?
° Invoices in Sent to ERP status
° Invoices with a creation date of 0/0/0
° Invoice Closed although it was rejected by the ERP
° Invoice Export Job errors: Invoice Payment Process Failed. Failed to send letter. Reason: Channel was disabled
° Invoice in status "Ready to be paid" - can it be set back for editing?
In house loans via SIP2

- ISBN (ISSN) Display Priority
- ISBN match method not applied
- Is deduplication of Physical and Electronic records required for Primo/Alma?
- Is invoice status "Sent to ERP" equivalent to "Waiting for Payment" when ERP is skipped?
- Is it possible to create a user record into ALMA without any role?
- Is it possible to change Fund and Ledger Fiscal Period 'Start date' or 'End date' in Alma?
- Is it possible to edit Fund Codes?
- Is PACKAGE_NAME required on TITLES tab of the Link Resolver (Local) spreadsheet?
- Is Rollover required to run on the day the ledger expires?
- Is serial number required on new BIAF label installation?
- Is SUSHI harvesting available for Database Reports (DB1) in UStat?
- Is there a delay between the weekly publishing by LOC and availability of updated records in Alma?
- Is there a document showing the Alma Data Model (Schematic)?
- Is there a limit in the Analytics export to Excel?
- Is there a limit in the number of versions retained behind the function MD Editor/Tools/View Versions?
- Is there a maximum size or number of lines per MARC EOD, MARC update inventory and EDI file uploaded to Alma?
- Is there a need to re-register bX after the transition from SFX to Alma?
- Is there a place in Alma to store admin logins with vendors, user name, password, contact email and notes?
- Is there a way to put Voyager clients in read-only mode for Alma cutover?
- Limit length of Inventory number field
- Is the transit time taken into consideration for title level patron physical item requests, when Alma selects a copy to place a request on?
- Items are stuck in the Receive tasklist although PO Line is fully received
- Items created during Receiving are autopopulated with barcode even if "Barcode Generation" is None
- Items get stuck in process "Transit item" after scan-in
- Items listed in Manage Fulfillment Options which aren't in reading list
- Items not going into exceptions bin
- Items not going in transit to defined circ desk if returned elsewhere in library
- Batch delete Process Type "Technical - Migration", or putting items in place in bulk
- Items stay in Transit status - when will it clear?
- Item Creation Date in Analytics
- Item has enum - error message for Withdraw Items job
- Item information in Analytics reports on requests
- Item in transit to new location will not scan in. Error: "Could not determine the next action for the item. Please contact the fulfillment administrator to check the configuration of the item."
- "Item is not loanable" block at Alma checkout
- Item policy in import profile not considered
- Item sort options are different between Sandbox and Production
- I have email notifications configured for a scheduled job, why am I still not receiving emails?
KnowledgeBase Updates Frequency

- Lending Request - automatic localization fails
- Letter customization error: "The string "--" is not permitted within comments."
- Letter is emailed to library staff in XML format
- Library Item Policies are not inheriting changes from the Institution-Level
- Library Links in Google Scholar Settings are grayed out (greyed out)
- Linking inventory to PO Line is impacted by Purchase Type
- Linking licenses to bib. records
- Linking new user group with Terms of Use
- Linking to Proquest HTTPS Gateway
- Links in Primo are going to Journal level instead of article level
- Link resolver matches an IZ record with ISSN in $y when it was expected to match a NZ record (Wall Street Journal)
- Link text is white when using Firefox
- Loading EDI Invoices with individual Vendor Account information
- Loading portfolios - Multiple MMS records were found
- Load Excel file with Local Portfolios without identifiers
- Load files for Import and get: "No records were found"
- Load of Marcive records from NZ not progressing beyond 0%
- Load portfolios and "No MMS was found" message
- Loan's Borrower ID and Borrower Name info is masked; How to enable view of loan details information?
- Where is the Loan Policy defined, in the Primo "GetIt" tab for Alma?
- Loans list is empty although there are active loans
- Loans with no user group in Analytics
- Loan doesn't renew as expected (doesn't consider library maximum allowed policy)
- Loan of an item from another institution doesn't appear in the patron's loans
- Loan of several items for the same title for one patron should be blocked
- Loan Periods
- Loan Receipts are not printed or emailed from Alma - how to solve this?
- Loan return date of "1/1/1" in Analytics reports - why?
- Loan TOU > Grace Period: is it taken for consideration also when item was returned late after recall and there is Recalled Overdue Fine defined?
- Local fields in CZ records disappeared
- "Locate failed" shows for a Borrowing Resource Sharing Request - but inventory exists!
- Locations (Holding) list in Primo's GetIt - how is it sorted?
- Locked after failed login attempts into Alma
- Lost Item Replacement Fee is not refunded when item is returned
- Make a "Shared" Normalization Rule "Private"
- Making a Proxy selective; disabling proxy
- Manage Sets - creating itemized set causes Alma to freeze
- Rerunning failed scheduled job
Map inexplicably showing {Microforms}  
- MarcEdit integration with Alma via API  
- Match and merge not recognizing duplicates  
- Match Points for EDI Invoice and the PO Line - are they mandatory?  
- Material Supplier not populating in New Order import generated PO Lines  
- Max. Number of Representations in View It - doesn't limit the number of electronic services  
- Maximum Cash - is decimal number supported in the "Patron Limits" table?  
- Maximum fine exceeded for renewals  
- Maximum number of Aleph hold requests not enforced by Primo and/or Aleph  
- MD Editor, External Resources: Z39.50 gate error  
- MD Editor: Release Assignment, record is still locked  
- MD Editor > Tools > MARC Bibliographic > "Merge Records & Combine Inventory" option is greyed out (not active). Why?  
- MD Editor Controlled Vocabulary - Subfield showing a Prepopulated List  
- Merge Records and Combine Inventory functionality doesn't merge bib in some cases  
- Merge Rules Logic  
- Merge Rule used for import from OCLC Connexion Client Gateway - overwrite the LDR  
- Where are expiration dates of user accounts and patron roles configured?  
- Metadata Editor errors, e.g. label not found (key: mdeditor.labels.title.error)  
- Metadata Editor F8 shortcut key isn't always adding new field  
- Metadata Editor View Versions: Question about "Created By" and date next to it  
- Migrated items with Lost status not waiving replacement fee on return  
- Migration: POL price 1.00  
- More than one request found for entered item, please enter request ID  
- Move expenditures from one fund to another  
- Multi-volume bibs - how to enable resource sharing?  
- Need patron information facet when listing borrowing resource sharing request  
- Newly created import profile not displayed on "Run Import" page  
- Newly created Item Policy does not appear as an option in Scan In - Change Item Information  
- New Books - suggested workflow  
- New Books workflow causes loaned items to be recalled when the item due back date approaches  
- New Patron Group doesn't show when registering a new User  
- New resource request slip is printed when item information is changed  
- New SSL certificate Alma February 2018 release  
- New Staff User Does Not See "Receiving Items" Under "Resource Sharing"  
- New TOUs not applying after adding fulfillment unit rule  
- New TOU gives error: "General Error - Could not perform this action at the moment, please try again later"  
- None of the cataloger administrators can add a holdings record  
- Normalization routine to remove the 900 field  
- Normalization rules: "The file cannot be saved due to a compilation error"  
- normalization rules created by others cannot be deleted
Normalization rules in publishing profiles
Normalization rules in the "Enhance the record" menu
Merge Rules work for Import Profiles but not Copy Cataloging (External Resources)
Normalization rule to copy a subfield of a field to another field
Normalization rule to delete a field unless it has a specific content
normalization rule to remove field 003
Notes are overwritten by the SIS load
Note on vendor communications not added to email sent to vendor
Error Message: Not a Valid Input for Country
Not possible to cancel a hold request in "Manage Patron Services" when it has "place in queue=0"
No "Run" button for Publishing Profiles
No Restore Jobs option under Resources > Advanced Tools
no data displaying in the Community Zone Updates Task List
No e-mail to vendor after renewing subscriptions
Error message: "No items available for the request due to policy"
No library address in FulUserOverdueNoticeLetter. Is it possible to add it?
No pop-up note during loan of a brief reading list item
No requesting from available holding
No request is possible: "Failed to save the request"
No results when I click on Go To Inventory after changing the Vendor on a POL
No vendors found in licensor search
Number of bib headings where no appropriate authorized term was found" in the report of "Authorities - Preferred Term Correction" - what does this label say?
Number of loans including pre-migration loans
Number of loans per circulation desk
OCLC Connexion Client Gateway - Adding Rules
OCLC Connexion error: Import failed. Reason: null
One return receipt letter per patron
Open Fiscal Period
Open Letter from Non-Commercial Metadata Suppliers Supporting a More Collaborative and Transparent Approach When Working with Link Resolvers and System Vendors
Order "Interested In" email is not sent for physical, one-time resources. Why?
Order Interested In" email is not sent for electronic resources. Why?
Organization Calendar has today as closed
Originating system in Analytics
Outdated User Group in Analytics for patron and borrower details on fulfillment subject area
Overdue fee is created on top of Lost fines. Only Lost fines should be calculated
Overdue Loan Not Getting Fines
Overdue notices vs Overdue and lost loan notification
Override error message "Accession Number is not unique within this location"
Override On Shelf Request Policy
Ovid links resolve to a login page, how to enable journal and article linking?

- OvP: My account: Long lists of loans are not displayed
- pageBean.selectedRequestDepartment", or "pageBean.selectedSetStatus" display for certain Work Orders
- Page number is out of range - for Physical Items Itemized Set
- Resource Sharing Request is in completed status at borrowing library, not at lending library
- parameter days_password_change has apparently no effect
- Parameter for "Purchase Request Directly" on creating requests for citations
- parameter shortened due date notifications cannot be changed
- Particular portfolio has disappeared
- Patron data on loans and requests in Analytics
- patron hold requests
- Patron identification displaying previous patrons
- Patron item requests not showing in Task widget
- Patron Query Types not available in Fulfillment Configuration Menu
- Patron Role has expiry date in the past. Why and how to fix this?
- Payment Receipt Letter isn't being attached to User Account
- PCI Activated Titles not appearing in Primo
- PDA profile deletion
- Persistent search for one barcode returns two titles
- Personal Delivery Requests is sending "On Hold Shelf Letter" instead of "Ful Personal Delivery Letter" email notification. Why?
- Photos for user records in Alma
- Physical Location External Name change requires set of titles republishing.
- Physical Title search for records without inventory - is it supported?
- Pickup Locations list for Requests- how to add/remove/manage the selection?
- PIN number letter sent to patron although PIN number was not changed
- Place in Queue is 0 (zero) - what does it mean?
- POL: order sending failed, order stays In Review
- POLs stuck in review
- POL creation for electronic resource creates duplicate portfolios
- POL currency is set to institution default even when undefined for vendor
- POL for electronic resource not closed although activated and fully invoiced in Alma
- POL mandatory fields
- POL not going to review when Review Rule is set
- POL Owning Library assigned automatically to portfolios
- POL packaging required?
- POL search by vendor code with one letter and * (asterisk) is slow
- POL with interested users received but no request triggered
- Portfolios are suddenly deactivated in Alma despite no user intervention
- Portfolio "Test Access" button says: "Some error occurred while retrieving services"
- Portfolio displays Community Zone coverage instead of the Local threshold
- Portfolio doesn't display in Institutional zone; multiple IEE's
- Portfolio Loader - 3 columns for ISSN and 3 for ISBN on template in docportal
- Portfolio Loader Date Fields - will Threshold default to Global or Local
- Portfolio Loader fails with: "Internal error occurred"
- Portfolio was deleted and BIB record can't be found anymore
- Possible reasons for "ExternalSax Handler transform Record To Sip String index out of range: -6"
- POST-method for creating remote digital representation returns an error message
- PO is In Review but POL is already Closed. How to synchronize their status?
- PO Lines created with no status and or Bib description and can not be deleted or canceled.
- PO lines not found in the Electronic Collection Editor
- PO line " is not valid since resource type wasn't specified
- PO Line Alert: Price Limit Reached
- PO line is not valid since organization unit is empty
- PO Line Rollover job : When, on what stage of the rollover the exchange rate is applied?
- PO Summary: nothing in Library Billing / Shipping Address dropdowns
- Prediction template with empty enumeration level
- Prepopulate proxy on electronic packages with default
- Previous Fiscal Period still appearing as active despite first being deactivated and then closed
- Primo Central Interaction with Uresolver or SFX
- Primo displays available, but item unavailable
- Primo Widget on Alma dashboard- search configuration
- When is a notification sent to interested users
- Print Slip Failed error
- Print Slip is successful - yet nothing is printed (email troubleshoot)
- Problems with 'PO Line - Send EDI' process
- Problem with Preferred Term Correction report download
- Procedure to set SFTP key authentication in Alma
- Processing prepayments in Alma
- ProQuest Dissertations & Theses New Platform" - How to activate it?
- ProQuest Dissertation not linking correctly, atitle field not filled in
- What URL to provide for "ProQuest supported OpenURL metadata fields" at Proquest admin instance?
- Protecting fields from the SIS loader
- Proxy enabled questions
- Pseudo patrons for processing resource sharing lending requests
- Public Note for Portfolios display based on Collection or Service's notes - how to override?
- Publishing and import jobs fail; server issue
- Publishing Dublin Core records to Primo
- Publishing electronic collections results in all members published as deleted
- Publish an extract of bib records enhanced with items information
- Publish a random set from Alma Premium Sandbox to Primo - Tips Shared
Publish records to OCLC - for Multiple Libraries

- Publish to RapidILL via OAI-PMH of holdings and electronic activations
- Purge users based on a set, carefully
- Purge User Records job doesn't work
- Questions on the report of the job 'Authorities - Link BIB Headings '
- Question about the Resource Sharing Library field in a user record
- Range of IP Addresses Required for Link to Talis Aspire
- Reading List is not Sorted
- Reading room circulation desk - can it perform regular loans along with reading room loans?
- Recalled overdue fine disappears
- Received borrowing request gets status “Received – not for loan” although the item is loanable.
- Received Items List” is unsorted, how to fix this?
- Receive New Material list and migrated Voyager orders
- Receiving Acquisition In Process items in order to avoid In Transit (Work Order at Circulation Desk)
- Receiving Items leads to error "Item cannot be loaned to patron - insufficient due date"
- Records marked as deleted in Primo publishing
- Record Created By / Edited By
- Refining Result for an e-Book Title Search in Citation Linker
- Refresh of an Alma sandbox
- Refund for a lost loan (lost item) - configuration
- Register for a UStat Account
- Register New User does not assign Roles in Library scope
- Relais : In RS library, for loaned items the due date is always year 2999 at 23:59:59 in spite of TOU. Why?
- Related but not interchangeable titles are displayed in Getit
- Related record is found in the All Titles search but not other searches
- Relationship between Requested Item Due Date and Recall Period
- Relinking a PO line without MMS ID
- Relink Holdings when an inventory is on loan
- Reloading invoice fails
- Remove all E-Activation tasks when deleting a package
- Remove all the E-Activation tasks when deleting a package
- Remove Community Zone Bibliographic Records without Portfolios from the Institution Zone
- Remove Control Field 008
- Remove non-Alma Google Scholar Links
- Limiting Operator information exposed in User pop-ups (e.g. home address, telephone)
- remove some of the very many PO Line types which appear in the “Purchase Type” pull down box
- Renaming a Library
- Renewal job does not update subscription end date
- Report of users with role type expiring in a time range
- Report to Ex Libris (CRM Contact) gives error "User doesn't exist"
Repository Search - How are Results Sorted (Ranked)?
- Repository search facet gives an incorrect count for "Material Type"
- Requesting/recalling books
- Requesting an item when you already have an item of the same BIB record on loan
- Requests are cancelled and items marked missing automatically
- Request button not appearing in Primo service for valid Fulfillment Network users
- Request only shows owning library despite "Pickup in any library in the campus of the resource"
- Request rules go to default even though rules exist for user group
- Request via API cannot be created when pickup location type is home delivery
- Resend "Notifications - Send Periodic Fulfillment Activity Report" - is this possible?
- Resolving PDA import errors
- Resource Request Hold Shelf Slips are not printed, no error message
- Resource Sharing: Article Lending Request - why is the Issue value in the Volume field?
- Resource Sharing - Completed Requests disappear
- Resource Sharing - How to change the partner if the British Library tells they cannot supply
- Resource Sharing - receiving problem
- Resource Sharing borrowing request is on hold shelf until due date, rather than configured maximum time on hold shelf
- Resource Sharing Lending requests - Clicking on Manage Fulfillment Options shows no services
- Resource sharing library available as a pickup location
- Resource Sharing Partner records in IZ are missing the "Shared barcodes" field, although this field is present in the NZ
- Resource Sharing print slip external request ID barcode is not scannable
- Resource sharing requests
- resource sharing request form via primo allows option to deliver digital items to the library
- Resource Sharing request for multi volume (Broker-Managed Requests). After July 2016 Release, they are displayed in Primo My Library Card as one request. Is this by intention?
- Restore accidentally purged patron records
- Restore Deleted Records
- restore request slip is apparently printed too early
- Return of an an item which is requested for personal delivery
- Roles needed to update repository sets
- Running an "undelete" process for ebook records
- Salutation string in letters from Alma
- Saved query built using Alma’s classic UI ... must be rebuilt using new advanced search logic
- Scheduling Alma Analytics reports
- Science Direct is not parsing to the article level
- Scopus results show OpenURL Alma links despite embargo
- Searching Portfolios by Local Interface Name
- Searching with "a, an, the" in Alma returns different results
- Search for all items by item status: "in place" or "not in place"
Search for a given range of call numbers
- search for content of tag 562
- Search Results Counter is an Approximation
- Selecting Monitor Request and Item Processes leads to blank screen
- Selfcheck: Lost and claimed return items not included in list of charged items
- Selfcheck receipts show wrong titles for barcodes
- Self check unit not sending 'on hold' letter
- Sending a resource sharing request using the BLDSS API
- Send button in Resource Sharing Borrowing Request
- Send e-mail message to user / patron within User Details screen
- Send Periodic Fulfillment Activity Report - expired and inactive users considered?
- Sets do not save during cutover
- Setting up an Accession Numbering for Items
- Setting up a new printer
- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- Setup of CrossRef (DOI)
- Set a "fixed due date" for loans other than "End of Term" functionality
- Set due date to last open minute of the same day
- Set fulfillment transit times between libraries
- Set Up RSS Feed for New Items
- Several Inventory Electronic Collections exist For This CKB Collection" error when trying to activate a CZ portfolio
- Should the Aleph/Voyager AutoExtract process be monitored on an ongoing basis?
- SIS error: "Invalid byte 1 of 1-byte UTF-8 sequence"
- Primary identifier is already taken by another user in this feed SIS error
- SIS loader fails with "The entity name must immediately follow the '&' in the entity reference"
- SIS loader gives: The reference to entity "M" must end with the ';' delimiter.
- SIS report "Total records processed" - what does the number mean
- Size allocated on screen for editing user notes
- SLNP: Cancellation of borrowing resource sharing requests
- SOAP Alma Label Print web service responds with "HTTP Status 401 - Login Failure: all modules ignored"
- SOAP updateUser web service returns error code 401655: "The external system code and the user external system code are not the same"
- Some "Job Categories" don't display for a contact (e.g. Vendor) -- Why?
- Some error occured while retrieving services - when clicking "Test Access" for a Portfolio
- Some PCI articles are showing "no full text" even though the coverage for the journal should include them
- Some users can't be find in Analytics by their primary identifiers
- Sorting services displayed in the View It tab in Primo
- Special characters and diacritics appear corrupted in records imported from OCLC Connexion into Alma
- Special characters and diacritics appear corrupted in records imported using Import Profile (Repository, New Order, Update Inventory)
Owner in Invoice created from file (Excel or EDI), how is it determined?

- SpineOMatic - user roles
- SpineOMatic Java or Alma configuration error
- Split Screen function will not fully open in the MD Editor
- Springer Link is moving to HTTPS protocol
- SRU Server
- Staff role to see "Pick up from shelf" items on the dashboard?
- Statistical categories in user records and Analytics
- Statistical category type not added when creating user via API
- Statuses in Digitization department
- Status of the 2 "email_partner_configurable_line"s after April 14 Release (and new XSL for Ful Outgoing Email Letter)
- Steps to add Statistical Categories for Analytics
- Stop "Order Now Notifications"
- Strange entries in browse shelf listing
- Structure of the XML file for patron / user upload
- Subfield separator on the Metadata Editor in Consortia Environment
- Subscribing to Knowledge Center resources to get answers before questions arise
- Support of SOAP APIs
- How to suppress electronic collection and all the contained portfolios from publishing?
- SUSHI files are fully harvested but data is missing
- SUSHI harvesting from JUSP
- Synchronize Changes from CZ job is both pending and completed
- System Maintenance Job failed or completed with errors
- System marking requested items missing
- Template properties cannot be edited
- text from "Letter emails" not found in the messages
- There is no option to delete an item from the inventory
- The "if" condition in my normalization rule does not work
- The "Policy" column of the Primo GetIt tab - where is this info coming from, for authenticated users?
- The Claim workbench shows Continuous PO Lines though items have been received
- The Difference between "Recall Period" and "Requested Item Due Date"
- The effects adding an item description has on requesting.
- The number entered for quantity in an invoice line is not considered in any calculations
- The number of requests per item in the "Pick Up Requested Resources" list is always "1"
- The rules of PO lines in review
- Thumbnails in List of Holdings Page
- Timeout in Alma
- Timeout in Alma - Circulation Desk
- Times between 24:00 and 24:59
- Tips for Advanced Document Searching in the Customer Knowledge Center
Tip to troubleshooting ToU - Why is item requestable (or not)?

- Title-level patron physical item request: conditions for choosing a copy
- Top-Level Collection - how to publish its "constituents" to Primo?
- Top-Level Collection - why does the Title appear to be duplicated in Primo?
- Totals for LC Classifications > Classification Code don't match those for LC Classifications > Classifications Dimension

- Trial Emails are sent regardless of "Notification Period"
- Trial shows as Draft status but should be Active
- Trying to disable a Letter but unable to remove the checkmark
- U9KP7Q94 error in Analytics Dashboard
- Un-receive function - please elaborate
- Un-receive Items for a POL - is this functionality always enabled?
- Unable to change due date of charged / loaned items
- Unable to click the "Unassigned" tab of the E-Resource Activation Task List (ERATL)
- Unable to create an itemized title set of bibliographic record matches for an import
- Error message "No items available for the request due to policy" When trying to create a Patron physical item request
- Unable to delete bib record, error: "cannot be deleted as it has associated resources"
- Unable to Delete IZ Bib Record. "Delete Record" is grayed out
- Unable to download 2GB Export file
- Unable to edit and save patron records while SIS job is running
- Unable to relink POL
- Unable to retrieve loan and request info from My Account error 403
- Unable to save or edit Holdings records, error is: "Problem while saving record at [TIME]"
- Update Bib records in bulk without making a change to force a reindex or publish
- "Update Inventory" doesn't update item barcodes, proxy information, etc.
- Update Inventory job does not create multiple items – why?
- Update Item's Alternative Call Number in batch
- Update Order record load fails to find matches
- Update/Notify Users job did not create passwords for all users
- Updating other information in Primo give error message "field Phone number must be numeric"
- Updating suffix field in holdings via import
- Uploading of Elsevier Electronic Holdings fails
- Useful Custom Formulas for Alma Analytics
- Users get: "No items available for the request due to policy" for items in another library
- Users have owner SIS although they were not imported by SIS
- Users prompted to download saw.dll file
- Users without primary identifiers
- Users with overdue items: allow renewals but do not allow loans
- User Expiry Date - how to update or remove in bulk (via job)?
- User Group list misses values in add "Purge User Records" job
User information for identifier for social logins is not displayed
- User Set from File gives Validation Failure
- User SIS Loader version 2 and "premature end of file" error
- User Statistical Categories - how to upload information using a file?
- Use different "On shelf request policies" for the same location
- Using Campuses to Designate Pickup and Non-Pickup Locations
- Using COUNT in Analytics
- Using the Fulfillment Configuration Utility to adjust Fulfillment Rules and Terms of Use in Alma
- Using the pipe character in a normalization rule
- Vendor Analytics tab
- viewing resource sharing menu
- Viewing System Status for SaaS Environments
- ViewIt Code Table fields cannot be customized
- View It is limited for 25 resources
- Voyager to Alma Migration Form - if "Item.Price as replacement cost" = no, then how does Alma get price?
- Waiving a credit
- Warning - Patron has exceeded number of allowed active resources sharing requests" when creating a manual borrowing request
- WB Change Backward / Forward - Analytics
- Browser forgets SAML authentication credentials
- We cannot see an option "Purchase Request" from Reading List citation. Why?
- We would want to use Database – Subscription (to be deprecated). What do we do in these cases
- What's the difference between Selective and Aggregator Packages with regards to automatic activation?
- What are the benefits of associating a local collection with a Community Zone collection?
- What Are the Common Causes of Full Text Linking Problems, and How Can Linking Be Improved?
- What are the Ex Libris Support and Implementer Ex Libris users and can they be removed?
- What are the merge criteria for community edited community zone records?
- What are the options for printing out patron borrower activity after checkout?
- What are the possible statuses for an item?
- What are the relations between Institution Languages and Preferred Languages?
- What are the required fields to batch delete portfolios, using the Portfolio Loader?
- What causes bibliographic records to be suppressed?
- What character encoding format does Alma bib/holding data use?
- What determines if "Book" or "Article" radio button appears in the "Primo Resource Sharing Form"?
- What determines if a record is published to OCLC as deleted?
- What determines Material Type in Titles repository search results list?
- What does "ETD" stand for?
- What does a value of -1 stand for in Fine Fee Transaction ID in Alma Analytics?
- What does Current Status = In Library mean in the Request Queue?
- What does the call number configuration affect?
- What does the course enrichment information option do?
What does the job “Requests – Handle Expiration Step” do?
What does the message "Item has not been received by the Acquisitions Department" mean when scanning in items?
What do the categories on the OCLC Publishing job report mean?
What fields are migrated as Local Extensions?
What happens to closed Trials?
What happens when toggling a user from External to Internal?
What information is needed by NRE for NCIP configuration?
What interfaces are available in Alma?
what is &exception=noDOI in object portfolio parse param?
What is a short loan?
What is migrated from Voyager to Alma as the password in the user record for Internal users?
What is the Alma equivalent of Aleph's H77 or LKR fields?
What is the browser support for Alma?
What is the difference between "Time Loaned" and "Times Loaned - not sum"
What is the difference between patron purging and Fulfillment anonymization?
What is the difference between Remove and Delete for portfolios in the Electronic Service Editor?
What is the difference between User Manager and User Administrator Roles?
What is the exact reason why the IP address of their EZProxy server is needed when adding the Proxy to Alma in the Integration Profiles area?
What is the expiry date of physical item requests?
What is the potential fine column in the My Account area?
What is the preferred record for merge rules for Connexion export into Alma?
What is the Provider Package Code?
What is the RSS discovery URL template?
What is the URL to Provide Vendors for Alma ViewIt Window Link and Resolver Icon?
What kinds of notification letters are available in Alma?
What notices and letters are sent (and when) to patrons from Alma?
What procedure should be followed to alert Ex Libris of a system down?
What purpose is the "Request Anyway" option for in Primo?
What role is needed to edit a vendor contact?
What type of orders do percentage based increases apply to in roll over?
What type of user records will be deleted/remigrated at cutover?
What versions of OpenURL protocol does Alma support?
When adding an invoice the VAT% field was greyed out
When changing a user's primary identifier, will the user still have access to "private" records, sets, etc?
When creating a local portfolio, a publication date (2013) is automatically created. How this date is created?
When does normalization really happen on Repository import of electronic portfolios?
When duplicating an item, it is instantly saved even if you click "Cancel"
When is a General Hold Request created?
When is Ex Libris Hosted "Maintenance Window"
When is the hold created for an item when hold request for interested user is added via the POL and when is the Interested In letter sent?

- When loading invoices via EDI some segments map to the Notes field
- When multiple items can fulfill a lending request but only one is available, why is the available item not automatically marked as requested?
- When trying to create a new report in Analytics I am asked to log in
- When using prediction patterns to create issues, do these take into account description template rules?
- When will Alma statistics begin being contributed to bX?
- Where does Alma publish local records and Primo harvests records from?
- Where does replacement cost come from for patron billing?
- Where does the information in the note field of an EDI invoice come from?
- Where does the P2E process pull the field/subfields that contain electronic link information from?
- Where do the widgets come from?
- Where is shipping method displayed in Alma?
- Where is the Created on and Created by in the Physical Item Editor that was on the Summary tab?
- Where is the "Export Portfolio List" button?
- Where to find Z39.50 targets?
- Where to is the ResourceSharingShippingSlipLetter being sent?
- Where to Proxy: on the Collection or Service (or both)?
- Which MARC fields are indexed in each searchable index
- Which recall is cancelled when there are multiple requests and the first request is cancelled?
- Which roles can access the "Monitor jobs" page
- Which roles can use the new Shelf Report feature?
- Which template relates to the Ful Item Change Due Date Letter?
- Which Temporary Item Fields are populated automatically (if any)?
- Who do I contact about additional Alma training?
- Who has the book?
- Who is "BackOfficeUser"?
- Why are all funds not displaying when creating a PO Line?
- Why are all my e-mails from Alma sent with empty text?
- Why are BIBs rejected due to unique constraint during migration?
- Why are changes to fund codes in PO Lines not reflected in Invoices?
- Why are circulation statistics inconsistent between the criteria and results screen in analytics?
- Why are credits and invoices posted in a new fiscal year not associated with that year?
- Why are different results returned in an advanced Physical Items search within Alma than in Analytics?
- Why are emails in vendor and user records SCRUBBED?
- Why are IP login restrictions being ignored?
- Why are my overdue and lost items not receiving the correct status?
- Why are OpenURL links from EBSCOhost failing?
- Why are there ISBN numbers in Analytics that are not part of the MARC record in the Alma UI?
Why are users rejected with error identifier is already taken across Institution, even though the identifier belongs to the same patron?
◦ Why are vendor cancellation notices not being received?
◦ Why a package is not active after P2E?
◦ Why a request created in Primo is placed on a different Title?
◦ Why Call Slips don't contain the Item Barcode?
◦ Why can't I find any patrons when I search by user ID?
◦ Failed to move item error message
◦ Why can't standalone portfolios be added by set to a local electronic collection?
◦ Why can't we find Users by barcode in the Persistent Search Box?
◦ Why can expired patrons place requests?
◦ Why didn't the automatic renewal succeed?
◦ Why did a patron receive two hold notification letters?
◦ Why did process applying a normalization rule to a set of titles fail?
◦ Why did the Ebook Central job fail?
◦ Why doesn't SIS User XSD v2 schema update fields?
◦ Why does "No Campus" appear in the pickup location list for patron requests?
◦ Why does "PO Line - Claiming" job report always say 0 records processed?
◦ Why does adding a subfield result in two spaces between the sub-field and the content?
◦ Why does Alma add portfolios when loading a file of portfolios to be deleted?
◦ Why does a closed order have a renewal date?
◦ Why does a PDA delete profile multi-match on the PDA record and a Community Zone record?
◦ Why does e-resource say "not activated" in cancelled POL, though resource is active?
◦ Why does override on-shelf request policy not allow requesting of non-requestable items?
◦ Why does the actual due date and the due date projected in the Alma Fulfillment Configuration Utility differ?
◦ Why does the auto-renewal rule apply incorrectly?
◦ Why does the counter in the batch process report not accurately reflect the number of records?
◦ Why does the due date not change when an item is recalled?
◦ Why does the metadata editor not allow save and release?
◦ Why does the Public Name of an Electronic Collection appear twice in Discovery?
◦ Why don't password changes for Internal users distribute from the Network Zone using the Distribute function?
◦ Why do all of the users that migrated from Voyager have a status of Active even though they are expired?
◦ Why do Alma Serial Title searches return less than Voyager Journal Title search?
◦ How can I create a fund report by fiscal year in Analytics?
◦ Why do I get an error in Analytics "Users" when adding 2 fields?
◦ Why do I see different pickup locations in Primo and in Alma?
◦ Why do I see the outstanding encumbrances whereas no PO lines are open?
◦ Why Do One-Time PO Lines Remain in Receiving Workbench Post-Receipt?
◦ Why do searches for "Electronic Titles", "Physical Titles" or "Digital Titles" produce no results in the Network Zone?
◦ Why do the encumbrance and disencumbrance timestamp appear to be identical?
Why do Usage Statistics not Show Up under More Info in a Repository Search?

- Why has the Manage Patron Services link disappeared from the Fulfillment menu in Alma
- Why isn't an imported record matching an existing record?
- Why isn't the Export job file showing in the "Exported Files" page?
- Why is "Request a different issue" appearing for some records when "General hold request" is hidden?
- Why is a Bib record showing in Primo if it has no holdings or is in a suppressed location?
- Why is a new 035 created when I save or import a record?
- Why is a new MARC record only placed according to its number upon save?
- Why is a PO not closing?
- Why is a recently added general electronic service not displaying?
- Why is a user blocked from checking out items still able to make requests?
- Why is Internal Copy option not on invoice?
- Why is Invoice Line 999995, Type "Adjustment" appearing?
- Why is LDR pos 5 not changed to "u" after the holding record is updated?
- Why is loan being allowed when TOU has "Not For Loan" = True?
- Why is my default proxy appearing twice in the "proxy selected" drop-down (once as the Default)?
- Why is my purchase request released from its assigned user after approval?
- Why is new "End of Term" not in effect for renewals?
- Why is there a discrepancy between the two audit trails in Alma?
- Why is the expected delivery of a PO Line equal to its sent date?
- Why is the first predicted issue generating with the second combined month twice?
- Why is the job taking so much longer than normal?
- Why item has a Material Type of "ELEC (not listed)."
- Why serial "available" in Alma, is displayed in Primo with yellow dot "Check holdings"?
- Why the "Activate" button is not shown in the requests list for the items on loan?
- Why is the request allowed on the item level?
- Why the Restore Request Job Fails?

Widgets for Analytics Reports

- Will changing a holding record during fiscal rollover affect the associated POL?
- Words are truncated in MD Editor when viewing field in Firefox
- Workflow Step Status for Work Order Requests as "undefined"
- Work Order: Transaction Marked as Rollback Only
- Wrong bookcover thumbnail displayed
- Alma won't allow due date change to desired date
- Wrong indication 'No Requests' in Items in Department list?
- Year in record's brief view after quick cataloging
- Z39.50 gate error for OCLC WorldCat external search, or AMICUS, in Alma
- Z39.50 gate error when attempting an external connection to BDZ (BDS)
- Z39.50 search (e.g. from ILLiad) - is XML supported?
- Z39.50 setup - what information to share so Alma be searchable via z39.50?
Z39.50 username/password - is it mandatory?

- "Could not process request, please try again later" error message when Scan In > Change item information tab > change type = temporary AND Location = Course Reserve. Why?
- "No items can fulfill the submitted request" for a Resource Sharing Lending Request where item is available and requestable
- "Test Access" for a portfolio in Alma opens a blank tab

• Implementation and Migration
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