• **Community Knowledge**
  
  *No image available*

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

• **Product Documentation**
  
  *No image available*

  Access the latest documentation for Ex Libris products

  ◦ bX Registration Guide

• **Knowledge Articles**
  
  *No image available*

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

  ◦ Adding my library to the institution list in the bX Hot Articles App
  ◦ Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
  ◦ Alma bX harvesting
  ◦ Are EBSCO e-Books Included in Primo Search Results?
  ◦ bX Harvest Connection Failure error
  ◦ bX Hot Articles widget has not been updated since February 2014
  ◦ bX Recommendations not appearing in SFX menu when linking from Primo
  ◦ Can a closed Salesforce case be re-opened?
  ◦ Changing the format of the bX hot articles results to RSS
  ◦ Customer ability to close Salesforce Cases
  ◦ Ex Libris Offices’ IP Addresses
  ◦ How can bX Trial Status be Changed to Buy Mode?
  ◦ How do I request a Support Portal Login for a new staff member?
  ◦ Identifying internal IP addresses
  ◦ Is bX IPv6 compatible?
  ◦ Is it possible to have bX active in Primo but inactive in the SFX menu?
  ◦ Problems with Knowledge Center, Developer Network, On Line Help etc.
  ◦ Remove bX Logo from SFX Menu
  ◦ Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
SFX targets not functioning when menu generated from bX in Primo

- Viewing System Status for SaaS Environments
- What does "ETD" stand for?
- What is Ex Libris Escalation Policy?
- What procedure should be followed to alert Ex Libris of a system down?
- Where Are SFX Logo and Button Files Located