Cross-Product

• Training

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

◦ PDS Overview

• Premium Services

Premium Services are one-on-one services to customers that are interested in workflow optimization, individualized training, hands-on configuration, or other individualized assistance with Ex Libris products.

◦ Educate
◦ Extend
◦ Optimize

• Knowledge Articles

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

◦ Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
◦ Apache not loading, syntax error mod-jk file missing
◦ Apache vulnerability - CVE-2016-5387
◦ Availability – Uptime Reports
◦ Browser hardening roadmap for the Higher Ed Platform
◦ Cannot Start a Chat in Higher Education Platform
◦ Can a closed SalesForce case be re-opened?
◦ Case Priority and How to Select the Correct One
◦ Chat for Higher Education Platform Products Troubleshooting Guide
◦ Chat Support Availability
◦ Chrome browser identifies connection as "Not Secure"
◦ Creating a HAR (HTTP archive format) file
- Customer ability to close Salesforce Cases
- Datacenter Virtual Tour (videos)
- Data Center Migration (Moses Lake Data Center, DC 01) FAQ
- Data Center Migration Frequently Asked Questions
- Enhancement Process - Common Q&A
- Support Escalation Policy
- Ex Libris best practice for TLS configuration in Apache
- Ex Libris Certified Third-Party Software and Security Patch Release Notes
- Ex Libris Cloud MFT User Guide
- Ex Libris Higher Education Platform - deprecation of TLS 1.0 and TLS 1.1
- Ex Libris Higher Education Platform API - deprecation of TLS 1.0 and TLS 1.1
- Ex Libris Offices' IP Addresses
- Ex Libris Partnerships and Green Initiatives
- Ex Libris response to Oracles Java license change
- How Can I Change my Support Center Email Address?
- How do I check when the Google Scholar index was last refreshed?
- How do I give a colleague access to institutional cases in the Support Center?
- How do I register for a Support Center account?
- How to choose which user ID attribute to use in login profiles
- How to contact Ex Libris for assistance or to discuss technical matters?
- How To Implement Log Rotation for PDS
- How to prevent emails from Ex Libris products being marked as suspicious
- Identifying internal IP addresses
- Installing Third-Party Product Updates
- Introduction to the Knowledge Center
- Joining a Skype Meeting
- Knowledge Center Questions and Answers
- Mail device configuration on Ex Libris servers and/or applications
- MFT FAQ for Summon and 360/Intota Clients
- Migrate From PDS to Primo Authentication Module
- New to working with Support and not sure where to begin
- Online Chat Support for Primo VE, Leganto and Alma FAQ
- Oracle分析服务器(OAS)和数据可视化(DV)相关视频
- Palo Alto virus warning
- Perl is using an old version of openssl
- Planned Activity and Planned Maintenance Cancellation Request Procedure
- Data Center Migration (Moses Lake Data Center, DC 01) Recommendations
- Root Cause Analysis (RCA)
- RefWorks/Pivot Support and Knowledge Services Integration FAQ
- RESTful API for Ex Libris system status
Root Cause Analysis (RCA)_v1.1

- Security vulnerability issues – Basic troubleshooter
- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- Set a General Message for Students and Instructors in Leganto
- SSL 3.0 Vulnerability ("POODLE")
- Stopping, starting, and restarting apache from the command line

- Style Guide
- Subscribe for CKC page updates, using RSS feeds
- Subscribing to Knowledge Center resources to get answers before questions arise
- System Status for Hosted Environments (Multi-Tenant and Single-Tenant)
- Tips for Advanced Document Searching in the Customer Knowledge Center
- Transport Security Layer (TLS) Support
- Welcome to the Ex Libris Cloud
- Welcome to the Ex Libris Cloud v2.3
- Welcome to the Support Portal
- What are common causes of authentication problems, and how can they be resolved?
- What Can Providers Do to Make Content Compatible with the 360 Link and SFX Sidebar?
- What information should be provided when opening a Case?
- What is Case Status, and What Does It Mean?
- What is Ex Libris using Google Analytics with the CKC for?
- What procedure should be followed to alert Ex Libris of a system down?
- When is Ex Libris Hosted "Maintenance Window"
- Why are OpenURL links from EBSCOhost failing?
- Why do I get an error page when linking out to EBSCOhost databases?
- Working with custom domain names on hosted ExLibris environments
- Working with Support Center Case List Views
- 什么是工单状态？它的含义和解释是什么？
- 如何准确有效地使用Ex Libris客户支持门户
- 如果系统宕机了，我们需要通过什么样的流程去联系艾利贝斯相关团队
- 艾利贝斯的工单上报策略是什么
- 订阅System Status的流程

- Conferences and Seminars

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- Developers Day
- ELUNA
- Ex Libris Knowledge Days
- IGeLU
- Israeli Conferences
- Knowledge Days - IGeLU
• Cross-Product Documentation
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  ◦ Backup Package
  ◦ General Installation Request Forms
  ◦ New HEP Instance Launch in Sydney Data Center - FAQ
  ◦ Oracle
  ◦ PDS
  ◦ Rosetta 3rd Party licenses
  ◦ SMS Proxy
  ◦ System Requirements

• Integrations
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  ◦ Aleph-MetaLib
  ◦ Aleph-Primo
  ◦ Alma-Rosetta
  ◦ Alma and SFX
  ◦ bX-SFX
  ◦ DigiTool-Aleph
  ◦ MetaLib-Primo
  ◦ Rosetta-Aleph
  ◦ Rosetta-DigiTool
  ◦ Rosetta-Primo Integration Guide
  ◦ Rosetta-Voyager
  ◦ Verde-Aleph
  ◦ Verde-SFX
  ◦ Verde-Voyager
  ◦ Voyager-Primo
  ◦ Voyager-Rosetta

• Security
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  Security Updates, our Security and Privacy policies, GDPR related information and ISO Certifications
  ◦ Advisories
  ◦ Certifications
  ◦ GDPR
  ◦ Policies
  ◦ Security and Privacy Whitepaper

• Support
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• Brand Resources
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This page contains branding resources for Ex Libris and Ex Libris products, such as logos, corporate templates, and graphics.

• Providers Page
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  ◦ Partner With Us
  ◦ Content in Ex Libris Products
  ◦ Guides and Documentation
  ◦ FAQs

• Best Practices for the Ex Libris Community During COVID-19
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  ◦ Alma and Primo
  ◦ Content
  ◦ campusM
  ◦ Leganto
  ◦ Pivot
  ◦ RapidILL
  ◦ Recordings of previous webinars
  ◦ RefWorks
  ◦ Research Professional
  ◦ Rosetta
  ◦ Summon and 360
  ◦ Aleph and Voyager

• Uptime and Performance Reports
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  ◦ APAC
  ◦ Canada
• RCA Reports
  No image available
  ◦ APAC
  ◦ Europe
  ◦ North America
  ◦ Canada
  ◦ China

• Analytics Data Refresh Reports
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• Alma and Primo VE - New Release Cycle FAQ
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• Release Schedule
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