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
  No image available
- Developers Day
- ELUNA
- Ex Libris Knowledge Days
- IGeLU
- Israeli Conferences
- Knowledge Days - IGeLU
• Cross-Product Documentation
  No image available
  • 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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- Working with Ex Libris Support
- 24X7 Support
- Salesforce
- Regional Product Update Webinars
- Introduction Video for 360, Summon, Intota, AquaBrowser and Ulrich’s Customers!
- RDA Solution Overview
- New ProQuest/Ex Libris Support Center
- Support Response and Time to Resolve Initiative - FAQ

**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
• 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
  No image available

• Release Schedule
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