Summon

**Product Documentation**

Access the latest documentation for Ex Libris products

- Overview of The Summon Service
- Configuring The Summon Service
- Searching in The Summon Service
- Help, Troubleshooting and Community Resources
- Frequently Asked Questions (FAQs)
- Summon Analytics

**Best Practices and How-Tos**

Access a library of valuable how-tos, workflow best practices, and learn how to get the most out of Summon.

- English
- 中文

**Release Notes**

Stay informed about the features and capabilities included in each product release

- Summon Release Schedule
- Summon: Release Notes
- Summon: Release Preview Environment
- Summon: Release Notes (2013 and earlier)
- Summon 版本发行说明
- Summon 릴리즈 노트

**Training**

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

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

- Analytics Evidence S10 - When we log into Summon Admin, our identity changes to “Guest”. Frequently we are unable to log into Summon Analytics.
- Analytics Evidence S11 - “Session Usage” report is known to provide incorrect session counts, but is still presented as correct.
- Analytics Evidence S12 - Make open access facet statistics available
- Analytics Evidence S13 - Facets usage - request to view excludes as well as includes
- Analytics Evidence S3 - Most Summon Action Usage Subject Area Filters Do Not Work
- Analytics Evidence S4 - Fields for which Summon Does Not Collect Any Information
- Analytics Evidence S5 - Summon Analytics Not available thru the Alma Analytics Menu Option
- Analytics Evidence S6 - Cannot Isolate Any Information about “Advanced Searches”
- Analytics Evidence S7 - The Summon Zero Results Searches Subject Area provides the ability to limit by field searched, but does not actually collect that information.
- Analytics Evidence S9 - Any staff member who wants to view Analytics must be given full administrative authority over the entire Summon Admin module.
- Analytics Evidence S1 - Popular Searches Weekly Report Returns Last 2 Months
- Analytics Evidence S2 - Simple List of Zero Result Searches Returns Error Message
- Analytics Evidence S8 - Some Canned Reports have Poor Visual Representation
- List of Summon over Alma Instances
- Summon Analytics Evidence Contributors and Subject Areas

- Content Corner
  - No image available

CDI

- Knowledge Articles
- Product Documentation
- Release Notes
- Supporting Resources

- Knowledge Articles
  - No image available

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

- 360 Link链接出现空白页的问题该如何解决？
- Announcing CAB Abstracts Pilot for Summon
- Are ORCIDss indexed in Summon?
- Can a closed Salesforce case be re-opened?
- Can javascript be added to Summon?
- Chrome browser identifies connection as “Not Secure”
- Customer ability to close Salesforce Cases
- Discrepancy between filtered content types versus search results in Summon
- Enhancement Process - Common Q&A
How are rights mapped from the Client Center to Summon Index?
◦ How can daily record deletes be captured for Summon or Primo?
◦ How Can I Add a PubMed Search Box to Summon?
◦ How can I request new collections to be added to our Discovery Indexes, KnowledgeBases and the Alma Community Zone?
◦ How can my library mitigate throttling in Summon?
◦ How do I change date ranges in Summon reports?
◦ How do I create a new folder or subfolder in Summon Analytics?
◦ How Do I Read The Title Clicks Report in Summon?
◦ How do I remove the proxy URL from the Summon Preview “Source” link to our Institutional Repository home page?
◦ How do I request a Support Portal Login for a new staff member?
◦ How do I select and deselect facets in Summon?
◦ How to show title-level holdings for journals and books in Summon
◦ Introduction to the Knowledge Center
◦ Knowledge Center Questions and Answers
◦ Summon: 360 Link Sidebar Helper Frame Does Not Always Display Next to the Full Text Item
◦ Summon: Discovery Inclusion Criteria Overview
◦ Summon: EUR Thesis Repository from Erasmus Universiteit Rotterdam: Content To Be Removed – Jan 2017
◦ Summon: Infoscience: EPF Lausanne from EPF Lausanne: Content To Be Removed – Jan 2017
◦ Summon: IP Addresses Do Not Appear in Summon Administration Console
◦ Summon: Journal of Visualized Experiments Subscriptions - 2022
◦ Summon: Preview Environment
◦ Summon: Problems Accessing FTP Site
◦ Summon: Problems Authenticating Remote Users
◦ Summon: ProQuest Dissertations and Theses Databases Update
◦ Summon: RePub from Erasmus Universiteit Rotterdam: Content To Be Removed – Jan 2017
◦ Summon: Scholars’ Bank from University of Oregon: Content Removed -- November 2015
◦ Summon: Smithsonian Biodiversity Duplicate Records in Search Results
◦ Summon: Support for RDA Guidelines in MARC21
◦ Summon: The European Library (TEL): Content To Be Removed - February 2019
◦ Summon: Troubleshooting "Server Not Found" Errors and Local ISP Issues
◦ Summon: WTI-Frankfurt eG Databases to be removed - May 2022
◦ Summon page is blank when accessing via IE11 on Windows 10
◦ Where can I find the Title Clicks Report Report in Summon?
◦ Summon Usage Statistics Login Screen
◦ Summon访问慢或者打不开的问题该如何解决？
◦ The Ex Libris Central Discovery Index (CDI) – An Overview
◦ Tips for Advanced Document Searching in the Customer Knowledge Center
◦ Viewing System Status for SaaS Environments
◦ What determines whether Image Spotlight shows in Summon?
What is a granularity mismatch and are there workarounds to improve linking
- What is a Unique Identifier (UID) and why is it necessary for each record?
- What is Case Status, and What Does It Mean?
- What is the difference between Syndetics Unbound vs Syndetics?
- What is the FTP address for uploading the library's catalog to Summon?
- What kinds of things can a library put in Summon Custom Panels?
- What procedure should be followed to alert Ex Libris of a system down?
- Where can I register for Summon and 360 Services webinars and view previous recordings?
- Why are all Summon sessions showing United States as the country location, regardless of origin?
- Why are some links from Summon going directly to full text, while others direct to the 360 Link Results page?
- Why are more records processed than updated/deleted in the Summon Content Ingestion Report?
- Why are OpenURL links from EBSCOhost failing?
- Why are there duplicate search results in Summon?
- Why do I get an error page when linking out to EBSCOhost databases?
- Why do I only see United States in the country field in OBI statistics?
- Why are other institutional repositories appearing outside my library's collection in Summon?
- Why do the Client Center and Summon have different content?
- Why isn't my Summon favicon displaying in Firefox?
- Why is there a difference in the number of searches and visits logged in the legacy and new Summon usage systems?
- 为什么 Summon 后台的数据库中，有一些数据库显示的 title 数量为 0
- 为什么 Summon 统计报告的数据只有最近 7 个月的？
- 为什么我下载的 Data on Demand 报告总是失败
- 为什么某篇文章在 Summon 发现系统中检索不到？
- 在 Summon 中点击在线全文，为什么有些直接到出版商平台，有些到 360 Link？
- 如何查看 Summon 使用统计报告？
- 如何知道我馆激活的数据库在 Summon 中是否可以被揭示，揭示的比例是多少？
- 校园 IP 地址段有变化，该如何在 Summon 管理后台更新？

• Product Materials

Learn more about our product offerings, and how they can serve your needs

- Overview Materials
- RCA Reports
- Uptime Reports
- Summon Accessibility Statement