Summation

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
- Summon Analytics Evidence Contributors and Subject Areas

Content Corner

Summon Index

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

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

• Training

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

• Knowledge Articles

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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 ORCID 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 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 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: EUR Thesis Repository from Erasmus Universiteit Rotterdam: Content To Be Removed – Jan 2017
- Summon: Full-Text Search of the HathiTrust Collection: FAQ
- Summon: Infoscience: EPF Lausanne from EPF Lausanne: Content To Be Removed – Jan 2017
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？

- **Release Notes**
  
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  Stay informed about the features and capabilities included in each product release
  
  - Summon: Release Notes
  - Summon: Release Notes (2013 and earlier)
  - Summon: Release Preview Environment
  - Summon Release Schedule
  - Summon 版本发行说明

- **Product Materials**
  
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  Learn more about our product offerings, and how they can serve your needs
  
  - Overview Materials
  - RCA Reports
  - Uptime Reports