Summon

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

• Knowledge Articles
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 ORCIDs 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
Summon: IP Addresses Do Not Appear in Summon Administration Console
- 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 page is blank when accessing via IE11 on Windows 10
- Summon Usage Statistics Login Screen
- Summ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 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？

- 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