Primo

- Community Knowledge

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

- Analytics Evidence PG 1 - Data Dictionary and Data Model Needed
- Analytics Evidence PG 2 - Joining Data
- Direct Link to Newspaper Search
- Experience migrating from Summon to Primo
- How to - Improve the display of creator information in Primo Brief Results
- How to add Open Access and Peer Reviewed icons and facets to your local records in Primo
- How to find Primo Central Index (PCI) records in Primo
- How to remove records from deduplication
- How to – Set up Direct Linking for Primo on the New UI
- How to – Use Bibliographic Library of Congress Call Numbers in Primo for Browse Search and Virtual Browse
- Analytics Evidence PG10 - Report on Any Primo Interface Actions
- Analytics Evidence PG4 - Documentation Consistency
- Analytics Evidence PG5 - Ability to Publish Read-Only Dashboards to a Wider Audience
- Analytics Evidence PG6 - Publish Primo Data Snapshot Timestamp to Primo Analytics
- Analytics Evidence PG7 - Ability to Report on Saved Items and Searches in Patron Records
- Analytics Evidence PG8 - Notification of Failure of Scheduled Reports and Dashboards
- Analytics Evidence PG9 - Random Analytics Timeouts
- Analytics Evidence PS4 - Add Standard Date / Time Option to All Subject Areas
- Primo Analytics Cheat Sheet - Action Types in Actions Usage subject area
- Primo Analytics Evidence Contributors and Subject Areas
- Primo VE: Hiding specific facets
- Primo VE - Customization guide September 2018
- Analytics Evidence PS3 - Add Common Dimension of ‘CAMPUS’ to All Subject Areas
- Analytics Evidence PS5 - Tag Content Analytics are Missing from Primo Action Usage where Action Sub-group equals Tags and Reviews
- Analytics Evidence PS6 - Prior Month Data for Popular Searches SA Unavailable on 1st Day of Succeeding Month
- Analytics Evidence PS7 - Many Referrer Data Empty Entries for Both UIs
- Analytics Evidence PS8 - User Groups Not Mapped Correctly
Why is the Ebsco database search returning zero results?

- **Content Corner**
  - No image available
  
  Primo Central
  - Product Documentation
  - Release Notes
  - Knowledge Articles
  - Product Materials

- **Product Documentation**
  - No image available
  
  Access the latest documentation for Ex Libris products
  - How To Documents and Presentations
  - Primo VE
  - Highlights
  - Getting Started
  - New Primo User Interface
  - Back Office Guide
  - Technical Guide
  - Interoperability Guide
  - Analytics
  - System Administration Guide
  - End User Help - Classic UI
  - Auto Complete Configuration Guide

- **Training**
  - No image available
  
  Learn new skills and get certified with our tutorials, recorded training and other materials
  - Primo Training
  - Primo VE Training
  - Formation Primo VE (Français)

- **Release Notes**
  - No image available
  
  Stay informed about the features and capabilities included in each product release
  - Primo Release Schedule and Rollout Policy
  - Primo VE
  - 2019
  - 2018
  - 2017
Knowledge Articles

Search our extensive knowledge base for answers to commonly raised questions

- "Starts with" search for alternate title returns no results
- "Unknown operation was requested - null" when editing the Tiles page in the Views Wizard
- 'Alma MARC - Template' Normalization Rules Set defect after Primo May 2017 Release
- 'Send to' - Delicious (del.icio.us) doesn't work
- 0 search results after adjusting Blending settings
- 201C and 201D Unicode quotation marks are not behaving as "exact search"
- 500% CPU usage on BO - from terminated pipe
- Accessibility Issue due to SSO iframe being in the tab order
- Activate Resources in the Primo Central Wizard
- Can "Browse Lists" mapping table be activated before defining Browse Normalization Rules?
- Adding a Main Menu to the Service Page in New UI
- Adding a word to a single word search in PCI returns more results
- Adding Disappearing Text Hint to the Primo Search Box that has 1 Search Tabs
- Adding E-mail address to General Configuration Wizard
- Adding local browse fields
- Adding my library to the institution list in the bX Hot Articles App
- Adding print journal holdings to the Primo A-Z list for Alma data
- Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall
- Add a Single Subscription (No Specific Target) in SFX and Primo
- Add interface languages to Primo interface
- Adding material types to Advanced search menu
- Add New ILS Location to Primo Library Codes
- Add new vendor for SUSHI harvesting in Ustat?
- Add Tooltips to Primo Results Tabs
- Advanced search displays resource type codes instead of labels
- Advanced search fails in Primo when searching a local search field combined with any other field
- Advanced Search on Material Type Returns 0 Results
- After installing HF 131009, although 'Date-newest' is configured to DESC it behaves as ASC
- After reboot PDS did not start
- After SP 4.7 / 4.6 / 4.5.2 the Databases link does not work
- Databases - not connecting through
- After upgrade to Voyager 9, renew results in "There was a problem communicating with the Library"
- Aleph/ARC discrepancy in order local price and number units
- ALEPH_DBA user: "insufficient privileges" / "invalid username/password"

Ex Libris, a ProQuest Company
Allowing patrons to place holds on titles they already have on loan
- Alma A-Z list is sorting by stop words
- Alma e-journals A to Z list from external pages resulting with errors
- Alma Records Not Found in Primo
- Alma / Primo Email synchronization
- American Medical Association (AMA) setup of UStat SUSHI account
- Apache fails to start by root user
- ARC: "Unable to extend table SYS.AUD$ by 128 in tablespace.SYSTEM"
- ARC 4.0 : Circ-Logger: Minimum date invalid in configuration file
- ARC incremental mode, order deletions not propagated
- ARC 'Local Sum' not always reflecting Aleph 'Local Amount'
- Are EBSCO e-Books Included in Primo Search Results?
- Are Ex Libris Cloud Monitoring queries counted in Primo Analytics Reports?
- Are Primo release updates cumulative?
- Are Primo Xservice and SOAP API queries counted in Primo Analytics Reports?
- Are Virtual HyperV and Linux Containers environments supported?
- Authentication failed message in secure LDAP (aka LDAPS)
- Author search retrieves results with synonym terms
- Auto Complete - Primo Back Office Institution Wizard is missing the checkbox
- Availability and Get It window failing to display Google bookcovers
- Availability status for online only item also reports physical copies
- Availability Status listed incorrectly as No Full Text
- AVE and OWN fields missing from Primo publishing
- A Primo Full View Deep Link (dlDisplay.do) with the search_scope parameter does not change the selected Tab or Search Scope
- A search in Google for library name retrieves Primo address in https
- A specific patron cannot place requests in Primo
- Backup Package: backup p7 fails with error message "/bin/bash:: Too many arguments"
- Backup Package: Primo software backup (p4): error message “tar: […] file changed as we read it”
- Backup Package: Primo software backup (p4): error message "tar: […] File removed before we read it"
- Back office menu does not include the Ongoing or Advanced Configuration options
- Back Office returns 404 after restart
- Back Office with two views with the same view code
- Big pipe fails due to harvest errors / Import conguration fails
- Blank Search Scope Type in Primo Analytics
- Blocked user IP/PC Key
- Boolean searches in Primo don't work as expected
- Brief results include "Is part of" and it cannot be removed
- Browse/call number section in "Generic MARC - Template" normalization rules set
- Browse error "no browse records found" no option to select type
- Browse Full Display Back to Results List Returns "An unexpected error has occurred"
• Browse link appears only in one Front End
• Browse link doesn't appear on the FE when user is on-campus
• Browse search bar changes to simple search when clicking on browse entry
• Browse search doesn't work for call number
• Browse search error "No browse records found"
• Browse search for call number retrieves "No browse records found"
• Browse search removes special characters, for example + or #
• Browse search retrieves huge number of records in Call Number Browse
• Browse Search Returns "An unexpected error has occurred" (Log Error: java.io.FileNotFoundException)
• Browse Search Returns "An unexpected error has occurred" on port 80 (Log Error: javax.xml.bind.UnmarshalException)
• Browse Search Returns "An unexpected error has occurred" When User Signed In (FE Log Error: Server returned HTTP response code 505 for URL)
• Browse subject sort is not correct and seems to be set according to $$D
• Can't delete old institutions
• Can't find some records by call number browse search
• Can't update/create Code Table due to sql error of duplication
• Cannot create a permalink from a Services Page in Primo
• Cannot discharge item; data stuck in UB_ROUTING table
• Cannot login via SAML when using New UI OpenURL Services page
• cannot run the util_sp 6 on solaris
• Cannot save changes in rules that were added from a template by ExlibrisSupport user: Error: Save Failed, not enough right
• Cannot select a Login Profile in mobile view
• Cannot sign in after Primo Analytics times out
• Can all tabs be exported when scheduling a Dashboard in Primo Analytics?
• Can author search from record's details tab be "contains" instead of "exact"?
• Can a closed SalesForce case be re-opened?
• Can failed records in a pipe be reviewed
• Can Google Analytics be Implemented in Primo?
• Can I add MLA 8th Edition to the list of Citation Style Actions in Primo?
• Can I enable usage statistics with Google Analytics service for Primo?
• Can normalization rules transform US (unit separator) characters?
• Can not change user address in Personal Settings
• Can Primo display Block specific notes?
• Can the New UI be configured with multiple different Complex Search Lines in Advanced Search
• Can we map other MARC21 field (not 001) to the sourcerecordid?
• Can we upgrade directly from SP 2.1.3 to SP 2.1.5?
• Can't find/retrieve local records
• Certain patrons' items show in Primo as "Not renewable"
• Certain permalinks not resolving
Change "Not Charged" to "Available" in Location tab
- Change browse results sort, disregarding authors' second / middle name
- Change Default View on Primo
- Change Email Address for Primo Central Updates
- Change the background color of the header in Primo
- Change the color of tabs My Account, Queries & e-Shelf
- Changing personalized elements seems to have no impact on the results
- Changing Sort in Browse Results Returns "An unexpected error has occurred"
- Changing the indexing configuration to run on disk or on memory
- Changing the password in Util o / 11
- Checklist for using https:// in Primo New UI
- Chrome browser identifies connection as "Not Secure"
- Citation trail and customized layout in Primo
- Clicking on a Chinese browse entry retrieves 0 results
- Click on page number in the brief results loads a wrong results page
- Collection Discovery links are not using the Primo institution code
- Configuration import fails with unique constraints violation error message
- Configure Alma Item Circulation Status Label
- Configure a Custom List of values for Library Static Facet
- Configure III Millennium RTA setup to work with multilingual interfaces
- Define lateral links in Normalization Rules
- Configure Multi-Lingual Translation of Primo availability display
- Configure ranking in normalisation rules for data source
- Configure Syndetics for basic Primo display
- Configure the Mobile CSS
- Configure WorldCat ThirdNode Adaptor to link to Local Worldcat instance
- Configuring CCC Get It Now in Alma
- Configuring Main Menu links to open in a new window - Classic UI only
- Connecting WorldCat to Primo and Primo VE
- Control of PNX Content Resulting from SFX / ILS Dedup
- Copying configurations to production overwrites pipe info.
- Correcting Language Display for Multiple Languages in Primo
- Create Primo thumbnails from the jpegs (access files) not the preservation master files.
- Create SFX Institutional Holdings for Primo Central
- Create URL for Different Language Interfaces
- Creating new Institution fails
- Customer ability to close Salesforce Cases
- Customized Main Menu Labels and Tooltips for A-Z list and Journal Search
- Customize the 'item-in-place' Status Wording
- Data Collection via beacon01.hosted.exlibrisgroup.com
Data required from Aleph / Voyager for cross-references configuration in browse

- Date Facets - How are the ranges calculated?
- DB/FS/CPU: Not OK" showing red on our Back Office monitoring widget
- Deduped record's permalink doesn't work
- Deep linking - cannot view the next page of results
- Deep Link Not Displaying Volume in Correct Order
- Default date field (when not displayed) is the current date
- Default sorting in Primo Brief Result List
- Define Default Sorting for FRBR Versions List
- Deleted Tags continue to display in the BO
- Deleted view is still displayed in the FE
- Deleting a pipe with a scheduled task
- Deleting Data Sources
- Demo records are searchable in Primo although not checked in search scope
- Deploy Error typeRtaNormalizationRulesDeploy; customer OTB; institution null
- Deploy Views fails
- Desktop gadget directing to default view
- Determine if Apache software used by an Ex Libris Product Includes a Certain Module
- Determine Version of OpenSSL Software used by an Ex Libris Product
- Difference between Primo Central records with EBSCO links and EBSCO API
- Difference in the item display between Alma and Primo when the description field is filled in
- different indexing times for different institutions
- Digitool thumbnails do not display in full view in IE
- Direct Linking configurations for Alma and Primo
- Disabled rows in the Refworks fields Mapping Table still exported
- Disabling a view
- Discrepancy in availability between Primo & SFX
- Display Item Process Name in Primo instead of NonCirculating Value
- Display of Collections in the Locations Tab is Not Working Correctly
- Does Browse Search use the same search scope as Brief Search?
- Does going to Alma require upgrade to Aleph 22?
- Does new Voyager location impact Primo Extracts?
- Does Primo Central return results for a particular PC key?
- Does Voyager Extract for Primo delete a bib record if all linked MFHD records are suppressed?
- Do not name the data source the same name as the actual institution
- During pipe GatherSchemaStatisticsAfterNEP takes a lot of time
- Edition field in RIS export
- Emails missing the name of the library on the locations section
- Embedded Search Tab Switch Runs Search in iFrame
- Embed Javascript in footer.html to open View Online Tab, Title link or Thumbnail in a new window.
Enable ARC to take Imprint and Year from Field 260 or 264

- Enable Citation Linker on the Primo Main Menu
- Enhancement Process - Common Q&A
- Error: Record too large. record size is: X max allowed record size: 314,572,800
- Errors in ARS mhs_msg.log: Failure retrieving title/author for item_id
- Error after setting up ADFS in Primo Authentication
- ERROR [t-http-0.0.0.0-1701-87] [c-DisplayActionDL] - Query terms list in parameters and in search form not have equal size. It is fatal situation.
- Error Exporting Normalization Rules
- ERROR in locations tab- "There was a communication error with the ILS"
- Error in publish_server.log
- Error Message: Not a Valid Input for Country
- Error Messages After Delete Indexes
- Error message in import log "Constraint P41_PRM00.R_STAFF_UK_01 violated"
- Error message in pipe log "Content is not allowed in prolog"
- Error pages are always in English
- Eshelf REST APIs return "Invalid URI Syntax" errors when using API Explorer.
- Exported normalization rules are being imported into the wrong machine
- Export/import configuration does not work for Shibboleth or CAS PDS
- Exporting remote items to RefWorks fails in full view
- Export all-time journal usage statistics in UStat
- Export Normalization Rules from one SUN server to another
- Export to EasyBib doesn't use Refworks Fields Mapping Table
- Export to Endnote does not work
- Ex Libris Offices' IP Addresses
- EZProxy do not prefix Primo Central Open Access records' links
- EZproxy prefix is not added to the Primo Central record's backlink
- Facets "More Option" doesn't work in browse results
- Facets results are incorrect when signed in/on campus in blended scope with EBSCO
- Failed records in pipe during NEP stage. "Failed on loading of records: {0}"
- FE does not start correctly after November 2016 Service Pack
- FE slowness because of RTA
- Fields in email corrupted when sent from other languages
- file_list.ADM triggers not created by Upgrade Express 20->21
- Find and Change PCI Registration Information
- Find Databases Link Not Working in Simple Search Only
- Fines balance missing final zero
- For items with online entity the Locations disappear in the full view
- FRBR records display the source field in the brief result
- From Primo Search, How Do See My Institution?
- Full Display Statistics Chart Display Problem

Ex Libris, a ProQuest Company
- Full item display missing content for entries found via call number browse search
- Full Results Fields in The Views Wizard Tiles Are Missing
- Full Titles for Most Frequently Used Journals in UStat
- Getting Started with Primo Resources
- Get It tab displays "the record has no URL"
- Harvester fails at 24% after applying SFX KB revision 20141000
- Harvesting a record fails with an UncategorizedSQLException error on the P_DEDUP_VECTOR table
- Hide "Suggested New Searches" values from Primo Facet List
- Hide All or Part of My Account
- Hide references to sign in and authentication in Primo Front End
- Hide the More(#) link within the Alma GetIt tab
- HowTo: Force Login to Primo on the New UI (per View)
- How are availability statuses assigned for records retrieved with the EBSCO search plug-in for Primo?
- How are ProQuest collections activated on the Primo Central Registrations Page?
- How are the Primo Get It tab messages configured when no full text is available?
- How can bX Trial Status be Changed to Buy Mode?
- How can daily record deletes be captured for Summon or Primo?
- How can I boost the ranking of English records in Primo search results?
- How can I change the display of FRBR groups in the Primo brief result list?
- How can I change the Email address from which the emails and alerts are sent?
- How Can I Change the Page Title in Primo?
- How can I configure OAI harvesting for Primo Publishing Platform Pipes?
- How can I run indexing job that appear in pending status?
- How can PDS show if a user enters a wrong password?
- How can the Add to e-Shelf icons be changed?
- How can the RSS feature in Primo be used?
- How can we change the message displayed to users in the Primo New UI when no results are returned?
- How can we know if a record is part of a FRBR group?
- How Can We Restrict an X Services Search by Institution
- How does Autocomplete work?
- How does Cataloging Differences effect Primo Central records linking?
- How does collection's restriction effect search and delivery in Primo Central?
- How does Popularity sort calculation work?
- How Does Primo Blending Work?
- How does Primo calculates specific Availability Status Codes
- How does SFX linking work for Primo Central FRBR groups?
- How does the Ex Libris Backup Package connect to the Oracle database that it is supposed to back up?
- How does the link to Google books work
- How do I hide the More Tab in Primo?
- How do I identify from which Primo Central collection a record in Primo is coming from?
How do I know what kind of authentication my Primo is using?
- How do I request a Support Portal Login for a new staff member?
- How do I terminate a Stuck Pipe?
- How Do Primo Central Records Work?
- How to disable links to Amazon displayed in the Links section in Primo
- How do you create a URL that will link users directly to the My Account page in Primo?
- How is RPT00 updated?
- How is the Primo Get It Tab “No Holdings were found” Message Configured?
- How to activate Captcha in Primo
- How to add a ‘Forgot My Password’ link to the login page in the new UI when using Alma for authentication
- How to add a DOI Button to the browser
- How to add a Library drop-down to the Advanced Search
- How to Add a New Complex Search Line Field to the Advanced Search Tile
- How to add a searchable resource type to Primo
- How to add boxes around facets
- How to Add numbering to the Primo brief results?
- How to add or change tooltips for Primo main menu links
- How to Add Open Access Indication and Facet for Local Records
- How to add user-agent / bot to robots.txt file to prevent crawling / trolling
- How to allow production Alma to return responses to a sandbox Primo
- How to backup Normalization rules on a regular basis?
- How to build an advanced call Number (#) search for an Alma data source?
- How can I change date format in My account/Loans list?
- How to change exlidHeaderContainer background-color to white in Primo banner
- How to change Help link at Primo FE?
- How to change Primo to display personal author names to inverted order (lastname, firstname) instead of direct order (firstname lastname) in the full record display?
- How to change search allocation between disk and RAM
- How to change the Advanced search Submit button color
- How to change the Basic search Submit button color
- How to change the From: address for saved search email alerts
- How to change the language of PDS login errors
- How to change the links on the top of the new user Interface of Primo
- How to change the Resource Type in the Brief and Full display in Primo
- How to check if a patch is needed during CAS implementation for PDS
- How to check the inheritance source of an NR set?
- How to check which source fields are used in Normalisation Rules (NR)?
- How to Configure a CSS Skin for the Alma Services Page in Primo?
- How to configure diacritics / special characters for index and search in Primo?
- How to configure Primo direct links for Tipasa
- How to configure Primo to force patrons to sign in
How to configure Request Options in Primo; removing "Booking" option
How to configure SFX Direct Link for Primo
How to configure the BO 'About' page to work against a specific FTP
How to configure Virtual browse shelf tab?
How to copy/import NR into the browse section
How To Copy Normalization Rules When Inherited Rules Do Not Exist
How to copy rules from a template, when the local NR set was copied from a set that doesn't exists anymore?
How to create a dynamic facet
How to create a new local display field (lds) to appear in the Details tab
How to create a new Report in Primo Analytics?
How To Create Permalinks to Primo Records
How to deactivate reCAPTCHA in Primo
How to define default tab for service page links?
How can I delete a specific record from Primo?
How to determine what codes to enter for the Vendor EDI Attributes?
How to disable actions in the "Send to" area on the Full Display page in the new UI?
How To disable e-Shelf, Sign in link, RSS, Tagging, and Reviews from Views
How to disable for Aleph patron the option to edit personal details in Primo
How to disable sms_number from My Preferences
How to disable the tags feature in Primo Classic and New UI
How to display 20 facets in the Brief Results?
How to display Aleph Summary Holdings in the SFX menu
How to display on order information
How to edit RTA (Real Time Availability) display
How to enable/disable PDS Debug mode
How to enable the Favicon icon in Primo
How to enable the Tags and Reviews settings in the Advanced Configuration in case it is missing
How to exclude display/types or formats from DEDUP?
How to Export Primo Configuration in MT environments
How to extract a subset of production Voyager records for use in Primo Sandbox?
How to extract SFX holdings to load into Primo
How to filter reports by date in Primo Analytics
How To Force DEDUP before Primo Service Pack 4.4?
How to hide items from the "Actions" dropdown with CSS
How to hide the Browse Search link in the Primo Front End?
How to hide the Degree dropdown but retain the Discipline options
How to hide Tomcat's index.html that shows by default when accessing the FE
How to hide Virtual browse functionality in Primo Classic and New UI
How to increase the RTA response time before TIME-OUT error
How to Install the ‘Email misuse’ Hotfix for local customers
How To left-justify the "View Versions" (FRBR) link In the Primo Brief Results?
How to limit long titles in brief display - New UI
How to make Primo open ARTstor full-text links in a new window?
How to make the Primo banner background use an image instead of a solid color
How to display the source record number in Primo search results?
How to Move Browse and Simple Search Links to Right of Advanced Search?
How to notify Ex Libris of server password change
How to obtain a copy of Primo Normalization Rules
How to pass patron's email address change in Aleph to Primo
How to properly stop and start Apache in Primo?
How To read a Backup Package log after a software backup failure
How to Register an Institution for Primo Central
How to remove "Cover image not available" from Brief View?
How to remove items from e-Shelf "select how to save" dropdown
How to remove Refresh request options
How to remove the language selection dropdown from the Primo main menu tile
How to remove the Locations tab from the Primo brief results?
How to remove the Request link from Primo's My Account?
How to remove the Request tab from the Front End in Primo?
How to rename a data file of an Oracle database or move it to a different location
How to Report Full Text Linking and Availability Problems to Support
How to schedule action dashboard instead of search statistics report for Total Care customers?
How to setup Primo to search a remote index and/or another Primo site?
How to set the Archive Mode of an Oracle database to ARCHIVELOG or NOARCHIVELOG
How To Stop and Start Primo to minimize failover
How to Subscribe to Customer-Maintained Primo Mailing List, exlibrisusers.org
How to tell if a record from a pipe has been indexed or hotswapped on a multi-tenant Primo environment
How to test a record in the Normalization Rules Test Utility
How can we test the EBSCOhost API outside of Primo?
How to translate local facet codes
How to troubleshoot an incorrect Google Books cover thumbnail
How to unsubscribe from saved search emails in Primo
How to update date format used by APIs
How to use custom URL links for the thumbnail displayed for a record in Primo
How To Use The Same RTA Plugin For Two Institutions
How to view cron jobs
Hyphenated Terms Not Found Unless Hyphen Included
Identifying internal IP addresses
Identify Facet Type as Dynamic or Static
iframe Cookie Problem
Implementation script for PRM-19795 of SP 4.6 execution failed
- Implement Location Sort Order for Voyager VPRIMO
- Importing Library Tags from Library Thing is heavy on system
- Import XLS (Excel) into Mapping Table Fails
- Include e-books in Google Scholar Export
- Increase the Number of Results in "List of Historic Loans"
- Indexer does not restart after slice failover
- Indexing 'stopped'
- Indexing and Hotswapping failed
- Indexing Fails immediately after execute
- Indexing process fails quickly after starting
- Indexing stops if Deploy is run in the middle
- Index delete problems
- Indicator for cloud customers not appearing on Primo Back Office login page
- Initial Activation of Primo Central Resources When Working with Alma
- How to install a SAML tracer in Firefox?
- Instead of Primo FE, blank page with{"status":"ok"} appears
- Institutional Electronic Holdings File Location and Updates
- Internet Explorer or Edge browser display # in view it tab
- In ARC startup: "ORA-12514: TNS:listener does not currently know of service requested in connect descriptor"
- In Loans lists some columns are shifted when the language is not English
- In Primo, connected to Aleph: "Patron is not permitted to update address information"
- In what order are .tar.gz files harvested?
- iOS Safari browser is offering "web app" for Primo
- Is Primo IPv6 Compatible?
- IP Loader fails for single IP addresses
- Irrelevant records appear with high ranking
- Is partof field is shown next to the title in Hebrew interface
- Is it necessary to run POIKE for Primo4 Upgrade on all slots of the BE server?
- Is it possible for the Gettl link to display the main library's holdings first?
- Is it possible to add a language bar different than English for Alma A-Z?
- Is it Possible to Add New Disciplines to "Personalize your results" Feature?
- Is it possible to delete a pipe that already ran?
- Is it possible to delete the contents of/exlibris/ftp_from_exlibris/ ?
- Is it possible to FRBR or Dedup local records with Primo Central records?
- Is it possible to execute date range searched with BC dates?
- Is Primo auto-complete feasible for dedicated customers?
- Is RHEL 6 supported with Primo version 3?
- Is there a statistic report for push to RIS, Refworks etc.?
- Is the OpenSSL software used by a particular Ex Libris product affected by the Heartbleed bug (CVE-2014-0160)?
What to check to ensure the Alma record has been deleted from Primo?
- Items do not appear under locations after upgrade from Aleph 18 to Aleph 21
- Item Filters Not Displaying on Locations Tab?
- JBoss exploit worm able to infect default Primo Front End installation
- Kanopy resource - configuration required for activation
- LDAP Authentication succeeds without a password
- Library yyyy01 records appearing in Primo for library xxx01
- Limits in Primo (Institution, Search Scopes, views)
- Linked headings in full view with parentheses
- Link from title/thumbnail to online resource fails
- Link to Resource Method Impact on Availability Status
- Loading code tables stays pending
- Loading MARC Exchange records
- Local, customized CSS should be updated with SP upgrade
- Local display fields not displayed
- Local field not searchable
- Local records are not searchable
- Locations Tab > linktoholdings Links Incorrectly to Primo URL
- Locations tab does not show items
- Locations tab is not populating in Primo after editing Voyager Owning Library Display Name
- Location tab not loading holdings information
- Location tab returns up to 100 records
- Logging in to Primo yields the Shibboleth error opensaml::saml2md::MetadataException
- Logging in to SAML from the new Primo authentication method results in a broken CSS and an error message
- Long combinations of Boolean operators and truncated terms (wildcards) return 0 results
- Long tags corrupt display on Tags page
- Make "Year" the same font as "Month" and "Day" in the Advanced Search
- Make a Search Box using Primo Deep Links (dlSearch.do)
- manage-01: Segmentation fault" occurs despite SP 3830
- ManagedConnectionFactory error in stopped pipe
- Many-to-many configuration
- Many databases are missing "Find Databases"
- Map display/type audio and video to separate resource type facet values
- Maximum number of Aleph hold requests not enforced by Primo and/or Aleph
- Missing bibliographic record in ARC?
- Missing mapping tables "ILS Library Codes" and "ILS Institution Codes" in BO
- Missing records after re-piping of data
- Mobile View in the Classic UI
- Must Workstation IP be added to WS and XS IP Mapping Table in Order to Test Primo Web Services?
- My Account/Personal settings: Expiry date is not shown in Primo though it is sent from Alma
Primo My Account Renew Status Messages customization

- My account does not show an institution from another Primo environment (Fulfillment Network is configured in Alma)
- Navigation of tags and reviews problem
- Naxos resources - configuration required for activation
- New/updated Aleph Course Reserve records not displaying in Primo
- New Primo View Search Scope does not appear in the Front End drop down
- New Resource Type Facet Does Not Appear for Local Data in Primo Front End
- New UI not loading correctly after login using PDS
- Normalization Resource Type Mapping Tables
- Normalization rules take the content of every field even though "check that string exists" doesn't apply for all of them
- Note" bubble in e-Shelf
- No access“ in remote search for signed in users, in SP 2.1.3
- No e-mail Sent from Details Tab Send To or e-Shelf
- No Primo Central Option in View Configuration
- No Primo Central Results After Upgrade to New Server
- No Primo Central Results Returned in Search
- No third node results being returned
- Numbers for Facets Do Not Display and there is No Exclude Option
- Primo pipe: OAI harvest fails with 503 response
- OAI Pipe complete with “no records to process” although it harvested records
- One view is showing less results than the other with same scopes
- opensaml::FatalProfileException when using PDS with Shibboleth
- OpenURL parameters used in Primo service page
- ORA-04088: error during execution of trigger
- Oracle error in ARC ETL log on Aleph production: "Oracle error: io.z900_by_time"
- Oracle Listener fails to start, error messages TNS-12555, TNS-12560, TNS-00525
- OS update level too low for Oracle 11.2
- OvP: cancelling hold produces "An unexpected error has occured."
- OvP: Hold request not working after upgrade to Aleph 22
- OvP: My account: Long lists of loans are not displayed
- OvP: "Unrecoverable problem was detected trying to call the ILS system"
- Palo Alto virus warning
- Patron has exceeded number of hold requests allowed for all item statuses in sublibrary."
- Patron has exceeded number of hold requests allowed for all item statuses in the library’s group."
- Patron has exceeded number of hold requests allowed in Primo
- Patron Role for new users has expiry date in the past. Why and how to fix this?
- PDS cannot be configured both on server and in Back Office
- PDS gives a 500 Internal Server Error after login
- PDS Login Screen Institute Dropdown Options Are Blank
PDS Wizard "500 internal server error" after sign in
◦ Perl is using an old version of openssl
◦ Permalinks prompt to sign in after authentication when there is no result
◦ Pipes appear to stall or hang unresponsive since SP4.6
◦ Pipe cannot load the new files
◦ Pipe disappears from Back Office after editing it
◦ Pipe does not update record with the most up-to-date info.
◦ Pipe error: "com.exlibris.process.impl.exception.TaskNotFoundException: Can't find task for transition:end,in task runner:.."
◦ Pipe errors in NEP "String index out of range."
◦ Pipe Failed with Error: deadlock detected while waiting for resource
◦ Pipe fails with java.sql.SQLException
◦ Pipe fails with error: XML validation message
◦ Pipe fail with errors: Invalid content was found starting with element 'XXX'. One of '{YYY}' is expected
◦ Pipe run fails during harvest stage
◦ Pipe stopped at stage dedup_merge with a java heap space error
◦ Preventing FRBR Groups Based on a Resource Type
◦ Primo: How to change Abstract link name?
◦ PRIMO: RTA sometimes returns "staff" location name instead of OPAC display name
◦ PRIMO: Things to know about Primo v4
◦ Primo Analytics User Groups values
◦ Primo Authentication configured and working but Alma GetIt still wants me to sign in
◦ Primo Back Office Access for Total Care Customers
◦ Primo BO cannot be started up due to Oracle listener problem
◦ Primo brief search returning over 3 million irrelevant results after upgrade
◦ Primo Call Numbers Disappear
◦ Primo Central Facets Display Unrelated Results
◦ Primo Central Full-Text Searching
◦ Primo Central Index Coverage and Full-Text Searchability
◦ Primo Central Stopped Returning Results
◦ Primo Central Thumbnails
◦ Primo Customization Package Upload: error message "Validation error: File type db is not allowed in the zip file"
◦ Primo doesn't respond after applying hotfix
◦ Primo extract creates empty AVA tag when no holdings for bib
◦ Primo Extract does not delete Suppressed Course Reserves when off reserve
◦ Primo extract does not extract titles of media items when discharged
◦ Primo FE is not responsive
◦ Primo FE very slow to respond to requests
◦ Primo first result returns error on Location tab w/ RTA (for Voyager sites)
◦ Primo gets overloaded from RTA requests
Primo indexing process gets stuck in "Stopped" mode
- Primo is down – java process terminates with no indication for shutdown
- Primo is showing an item is 'Out of Library" and "On Shelf".
- Primo LDR field in Normalization rules is case-sensitive
- Primo local search field (LSR) cannot be found
- Primo login problems caused by PDS URLs incorrectly escaped using HTML encoding
- Primo message displays "Your session has been inactive for a long time..."
- Primo monitoring tools
- Primo New UI - All the resources in one page
- Primo New UI Go Live Checklist
- Primo New UI not loading (Blank page is received)
- Primo New UI Support
- Primo New UI view is not loading correctly
- Primo Pipe error - Failed to split record - No identifier found.
- Primo PNX REST API: using multiple facets with Boolean operator
- Primo/Primo Central Searching and Search Results Evaluation
- Primo reports: Does a click on "next page" or "previous page" counted as another search?
- Primo reports not opening in the Back Office due to incorrect URL
- Primo Request tab errors when location name has apostrophe
- Primo returns HTTP 404 following install of Primo February 2016 Release
- Primo Service Pack failure due to no free space
- Primo sftp harvests are occasionally timed out and pipe fails
- Primo signin using PDS with CAS does not work - wrong port number
- Primo users can't login after upgrade
- Primo V3 compatibility questions
- Primo Webservices/X-Service API: Registering the IP in "WS and XS IP" mapping table
- Problems with indexing from lack of memory
- Problems with Knowledge Center, Developer Network, On Line Help etc.
- Problem Harvesting Google e-books from University of Michigan via Primo
- Problem with Hathi pipe
- Project Gutenberg "View Online" tab is not opening in iFrame
- Publish "delete" or "unpublished" records from Rosetta to Primo
- Colon placement for Display Constants when using the NewUI
- P_PNX table seems to grow when re-run normalization
- Queries containing /evals*(.*)/ are truncated
- Questions about configuring Port 80 for PDS
- Re-sizing of thumbnails that come into the Primo result list display
- Records from EBSCO show incorrect availability status
- Records in Scope not found in Webservices query
- Records showing "Available At" blank in Primo search results for Real Time Availability
Records that were deleted in ILS still appear in Primo
- Records with Elle not showing on Primo
- Refining Result for an e-Book Title Search in Citation Linker
- Refresh request options - in request tab
- Registered for UStat, Why No Reports?
- Regular pipe fails at harvest phase with error "Adding record to failed records"
- Reloading Data Breaks Links to Tags
- Remove Popularity from Sort Drop Down
- Remove Reviews and Tags Tab from Primo Brief Results
- Remove Times Cited Tab
- Remove/add PDS logout confirmation message
- Replace GetIt Tab Text with Image
- Resource Facets Are Not Applied to Results from the EBSCO Plug-In
- Resource icons missing in 2.1.10
- Resource type 'books_chapters' and 'Books' facet
- Responsive Page for PDS/Primo
- Restricted Delivery Scope does not restrict delivery of material
- Results in Browse vary for hyphenated search terms
- Results vary for hyphenated search terms
- Results with long titles can't be entered in browse search
- Returning to result list from deeplink returns "Enter search terms" error
- RSS from Primo is not compatible with RSS readers
- RTA availability for items with certain process status
- RTA display problem, error message "communication error with the ILS"
- RTA is not being reflected in "other locations" bubble in brief results.
- RTA is not updating correctly
- RTA is not working in browse results which belong to another institution
- RTA location information is not displayed
- SAML authentication succeeds but the user is not logged in
- SAML logout results in an ADFS error page
- Saved complex queries retrieves blank screen
- Save/Mail from OPAC (or OPAC via Primo) not working: doc_number is not filled
- Scheduled pipes running twice
- Scope Changes in views wizard are not displayed in FE
- Searches in EBSCO/Primo Central blended scope return an error
- Searching algorithm for Metalib via Primo
- Searching for German umlaut
- Searching with underscore returns records that don't contain the search term
- Search Engine Configuration deploy fails during Indexing
- Search is very slow
Search Log Analysis
- Search query with wildcard
- Search terms are inconsistently highlighted
- Search Tips for the EBSCO Plug-In in Primo
- Security of "My preferences"
- Security vulnerability issues – Basic troubleshooter
- Selecting pickup location when placing an Callslip on Primo
- SelfCheck: CT field not populating (SIP)
- selfchk: items with holds not discharged
- Send to Delicious - sends the record information for the first result
- Server-based port changes, have to be done in BO too
- Session Timeout parameters
- Session time out doesn't behave correctly in browse page
- Session Time Out page
- Setup Email Preferences to Subscribe to Ex Libris Mailing Lists
- Setup failed pipes email alert
- SFX Menu in Primo Only Displays Fulltext Resources
- Should clear_arc (util x/11) also be executed for ADM libraries?
- Should Oracle database sessions be killed at OS level or within the database?
- Should Primo be behind a proxy?
- Should watchdog run on the search server?
- Sign in Directly to Personal Settings
- Sizing of archivelogs directory in the production environment query
- Slashes (/ - U+002F) are not being treated correctly in PC search
- Some e-mail Addresses Fail on Send from Details Tab or e-Shelf
- Some language facets display library name instead of a language.
- Some users unable to expand holdings details
- Sorting for language codes within code tables includes English
- Sorting search results by full publication date in blended scopes
- Sort Order of Aleph Items in the Primo Locations Tab?
- SP4.5 wro4j minified CSS feature
- Special characters in incoming openURLs
- Specific users appear in Primo as GUEST despite successful bor-info from Aleph
- SSH Access to Hosted Ex Libris Supported Primo Topologies
- SSL 3.0 Vulnerability ("POODLE")
- Stopped Error on Pipe When Trying to Copy File Using SFTP
- Stop words in Primo Central sort
- Subscribing to Knowledge Center resources to get answers before questions arise
- Supported Operating Systems and Browsers for Primo Classic UI
- Syndetics enrichment process fails with Invalid content error
Syndetics outage is blocking the pages

- What is the difference between Syndetics Unbound vs Syndetics?
- Test URL for WorldCat API Search (WorldCat Search Web Service)
- Test utility for normalization rules gives error message
- The calculated availability status (RTA) is not showing for records in one of the search scopes
- The Connection Was Reset" error when using many facets in Primo
- The Deploy All end status is ' Waiting '
- The Ex Libris Central Discovery Index (CDI) – An Overview
- The reference indicators ("Y"/"N") of browse subject are displayed in facet and display fields
- Third Party database asking for a services page base URL without a question mark
- Thumbnails are not displaying in the Primo Front End
- Thumbnails from DigiTool don't work in Primo
- Thumbnail image link is not working
- Tips for Advanced Document Searching in the Customer Knowledge Center
- Tips for Primo TotalCare Success
- Tomcat Down And Primo Front End URL Returns 404 Error
- Top-Level Collection - how to publish its "constituents" to Primo?
- Top-level facet under "Show Only" display only 5 values
- Troubleshooting Primo/Voyager RTA
- Turn Off Dedup and FRBR in Primo
- UB/vPrimo: Cannot access UB request form from Requests tab when first item unavailable
- ue_21 stops unexpectedly
- UI customization package manager: incorrect directory structure of uploaded files
- Umlaut conversion in PCI and Primo local
- Unable to receive emails sent from PrimoVE
- Unable to retrieve loan and request info from My Account error 403
- Unexpected error has occurred" when moving e-shelf items to sub-directory
- Unexpected error in Blended search - DeepSearch has timed out
- Unknown operation" error when saving Search Engine Configuration
- Unknown Operation upon Save of Brief Display Tile
- Update time on Primo application
- Upgraded Primo to SP 2.1.4 and got error message
- Using Primo Force Dedup and Eshelf
- Using spaces in validation routine Check characters at position
- Using the Primo New UI Customization Workflow Development Environment - potential issues setting up GULP
- UStat data - can it be edited?
- UStat usage dates saved incorrectly
- V4 upgrade errors during PPUK
- V4 upgrade Step 5 (Customization / Copy Files from V3 to V4) fails
- Validate Multiple Occurrence of a Field or String in NR
Viewing My Account returns ILS errors
- Viewing Primo New UI and Primo VE without customizations
- Viewing System Status for SaaS Environments
- Views Wizard Validation Error
- View a Primo or Primo Central PNX Record
- View by IP - how does it work?
- View Online iframe empty
- View Search Scopes with identical Scope Codes/Names can be created erroneously
- Virtual Browse: Click on next in full view retrieves an error or an empty Details tab
- Virtual shelf tab is showing wrong records
- Vulnerability Issue: Apache Struts ClassLoader Manipulation Security Bypass Vulnerability(36433)
- Watchdog email sends wrong URL/link to the component
- Watchdog monitoring in Primo v3
- Watchdog not sending e-mails
- Ways to include eBooks in SFX, Primo, and Primo Central
- wget: error while loading shared libraries Error Message
- What are the Institution, Library, Collection, and Other scope “types”?
- What are the server requirements for Voyager ILL 6.7
- What are the slashes in the BIRT Reports in the Primo Back Office?
- What changes need to be made in the Primo Back Office When Adding a New Library to an Institution?
- What does "ETD" stand for?
- What does "Citations Available" availability statement in PC records mean?
- What does each subfield in the AVA tag hold when records are extracted from Voyager for Primo?
- What does this message mean: "Due to temporary technical problem the result list may be incomplete. Please try again soon"?
- What is my server IP?
- What is representative record in a Primo Central result list?
- What is the "Search Topology Type" in Primo Install Request for all-in-one?
- What is the best way to do Primo Advanced Searching with a Deep Link
- What is the BIRT version used in 2.1.1
- What is the difference between the Publication Date and the Date Range pre-filters in the Primo Advanced Search?
- What is the maximum Length of the Sign In Password in Primo?
- What is the potential fine column in the My Account area?
- Uploading the New UI Customization package fails
- What might cause the Pipe execute button not to work
- What procedure should be followed to alert Ex Libris of a system down?
- What Should be Entered as Search Type Topology in Installation Request Form
- What should we check when no results are being returned when searching in our EBSCO search scope?
- What terms are included in the 'Did You Mean' index?
- What to Do If Primo Is Not Accessible (is it running)?
What you should know about the New Primo UI

- When creating a Full View Deep Link (dIDisplay.do), which recordid is used when the record is deduped?
- When is Ex Libris Hosted “Maintenance Window”
- When searching with start date, the year of start date is ignored
- When to Back-Date a Terminated Ongoing Pipe
- Where are the BatchSize and BatchDuration Defined?
- Where is the location of Browse Search logs?
- Which $$ subfields can be used with display fields?
- Which Back Office configurations control language in Primo?
- Which Primo UI customisations get overwritten in an SP?
- Who is responsible for monitoring the server performance for direct hosted Primo installations?
- Who receives emails if pipes/indexing fails?
- Why am I not seeing request options when user is logged in?
- Why am I receiving a server is overloaded e-mail?
- Why am I receiving MaxThread warnings in Primo?
- Why are OpenURL links from EBSCOhost failing?
- Why are some collections ‘grayed out’ in PCI registration site?
- Why are there deploy jobs for Views run with no owner?
- Why are there different results for the same term in “Suggested New Searches” vs. Facets?
- Why are there duplicate publishers when exporting a record to Refworks?
- Why can't I make changes to a Mapping Table?
- How to change the order of the options that appear in the Sort By drop-down list in Primo search results?
- Why deleted patrons still receive Primo alerts?
- Why doesn't a Front End search find the same record found using a permalink?
- Why doesn’t WorldCat Deep-Search adapter return facet counter?
- "View X versions" button fails to retrieve FRBR grouped records (0 results).
- Why does a collection facet returns preffered record from a different collection?
- Why does Primo Central maps "eBook" with "Book" resource type?
- Why Does Scope Dropdown Appear After New Search Link Clicked?
- Why do I see "get it" service for Primo Central record?
- Why Import tool does not start immediately?
- Why isn't an LC call number found in the "By Library of Congress call numbers" browse list?
- Why is a "No full text available" status displayed for a Primo Central record when there is a working link in the Details tab?
- Why is only part of a permalink hyperlinked when copying and pasting?
- Why is there a primary and secondary directory in 2-tier MFE topology
- Why old location display name shows in Primo after updating in Voyager?
- Why serial "available" in Alma, is displayed in Primo with yellow dot "Check holdings”?
- Why collections added to Primo Central registration are not displayed in Primo Front End?
- Wie man in Alephino einen Thesaurus erfasst und benutzt
- Wildcard search with over 3000 results causes system stuck
- Will the New UI be mandatory as soon as we switch to the August 2016 Release?
- With Internet Explorer the Normalization testing Utility not shows xml tags
- Working with custom domain names on hosted ExLibris environments
- WorldCat stop words search
- Wrong results when the word "no" in Hebrew is part of the search phrase, in Hebrew interface
- Zeros are added to $$E in browse call number field

**Implementation Guides**

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Understand methodology and requirements to facilitate successful implementations

- Configuration
- Primo Installation
- Primo V4 Upgrade

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