Troubleshooting Guidelines for ScienceDirect Content in EBSCO Discovery Service

This document aims to provide you with guidelines to ensure your entitled ScienceDirect content can be optimally discovered within EBSCO Discovery Service (EDS). Please see below for recommendations on addressing frequently reported issues.

Symptoms	Possible Cause	Solution
• ScienceDirect content does not appear/surface in search results.	**Configuration setting**. When users conduct searches in EDS, they get results from all relevant databases simultaneously. (Note: This depends on your library's EDS account configuration.)	If you wish to limit your results to records from ScienceDirect only, you must select the publication under the Content Provider facet. If records still do not appear, please review the following Support FAQ to understand how relevancy works in EDS: http://support.ebscohost.com/knowledge_base/detail.php?id=3971.

Instructions:
Verify that ScienceDirect is in your results by following these steps:
1) On the Results List page, scroll down to the **Content Provider** facet located on the left-hand side of the screen.
2) Expand the facet by clicking **Show More**.
3) Place a check mark in the box beside ScienceDirect and click **Update**. This will ensure only records from ScienceDirect are exposed.

Note: If you suspect that your EDS profile is not configured properly, verify in your EBSCO*admin* account that all the relevant databases have been added to the correct **EDS** profile. You can find the databases section in EBSCO*admin* under **Customize Services**. You may wish to create Subject-Specific profiles that further orient searches based on the nature of the research. For instance, you can create a "science & engineering" profile, and select the appropriate databases accordingly. This will ensure that only the most relevant content gets returned. Please see this FAQ for more details:
http://support.ebscohost.com/knowledge_base/detail.php?id=5424.

More tips for verifying whether ScienceDirect is returning expected results:
1) If you are performing a search for a particular article or journal, EBSCO recommends that you use a field code in order to narrow your results and to isolate the record(s) you are looking for. For example, if you are performing a search for records in the journal titled "Journal of Biotechnology," the search you should perform would use the Field Code "JN"; therefore, the string would look as follows: JN Journal of Biotechnology. This will return records that are only contained in this journal.
2) If you are searching for a particular article record or book title, use the Field Code "TI" for Title. Therefore, if you are looking for the article record titled "Directed evolution to re-adapt a co-evolved network within an enzyme," you will type " TI Directed evolution to re-adapt a co-evolved network within an enzyme." You can also select the "Title" radio button below the search bar in Basic Search.

• Link resolver shows the incorrect rights information	**Link resolver knowledge base configuration.** You can specify coverage information in EBSCO's A-Z knowledge base. If you do not have EBSCO A-Z, please contact your holdings provider for assistance.	Follow the instructions in this support article to specify your custom coverage in two easy ways: http://support.ebscohost.com/knowledge_base/detail.php?id=1335. If you do not have LinkSource, please contact your link resolver's support for assistance. Please be advised that Elsevier is working with knowledge base providers to investigate whether link resolver knowledge bases can be updated automatically based on the institution's electronic holdings report.
• Resources do not link at the article level	**Link/Metadata formatting.** The metadata being passed by the record to the link resolver may be incorrect or improperly formatted. OpenURL uses standard article metadata in order to connect to and from different locations—the Source and the Target. Most link resolvers can use only the article information being sent by the Source in order to link to the Target. If your Target requires a specific piece of data in order to retrieve the full text article and your Source does not send this information to the link resolver, then users will not be offered a link to the full text article.	Contact your link resolver's support team to inquire if a different link syntax can be used to compensate for missing or incorrect data being sent from the record.
• Links not properly proxied	**Link resolver setting.** A proxy string can be appended to any CustomLink or link resolver's URL syntax. You can enable/disable these settings in the link resolver's administrative module.	You can add your proxy server address to any EBSCO CustomLink in EBSCO*admin*. Please review the following support FAQ for instructions: http://support.ebscohost.com/knowledge_base/detail.php?id=1376. If you wish to enable your proxy for EBSCO's LinkSource link resolver, please email support@ebscohost.com or call a technical support representative at 1-800-758-5995. Library administrators can view a step-

		by-step video here: http://support.ebscohost.com/knowledge_base/detail.php?id=5906. For all other link resolvers, please contact your link resolver's support team or visit the link resolver's support page for information on how to enable proxy settings.
• User is unable to access the full text of the article	**Authentication setting.** Your library administrator must grant you access to subscribed resources before you can see the full text record within EDS. EDS can link you properly to the ScienceDirect interface; however, authentication is controlled by ScienceDirect.	If you cannot access the full text record after clicking the link and logging in, please contact ScienceDirect support at http://www.sciencedirect.com/science/contactus.

For more information please contact:

- EBSCO Support Center at http://support.ebsco.com/eds for questions related to configuring EBSCO*admin*.
- ScienceDirect Helpdesk at http://www.sciencedirect.com/science/contactus for questions regarding access to ScienceDirect content and entitlements.
- Your link resolver provider for questions related to setting up link resolver knowledge bases.