

Troubleshooting Guidelines for ScienceDirect Content in Primo

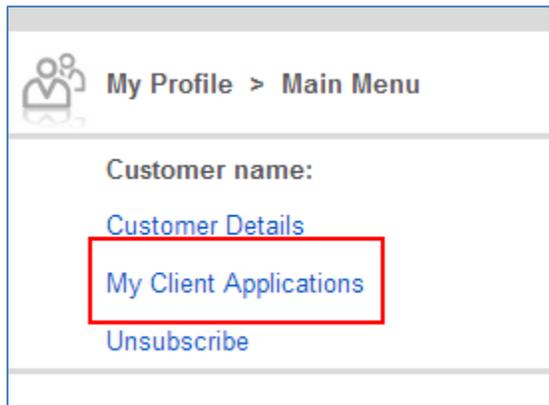
This document aims to provide you with guidelines to ensure your entitled ScienceDirect content can be optimally discovered within the Primo discovery service. Please see below for recommendations on addressing frequently reported issues.

Symptoms	Possible Cause	Solution
<ul style="list-style-type: none"> Content does not surface/appear in search results 	Configuration setting. Institutions can pre-determine what sources/databases would be searched.	Since institutions can pre-select the databases that would be available for searching, we recommend including ScienceDirect as a package to be searched – see below instructions.

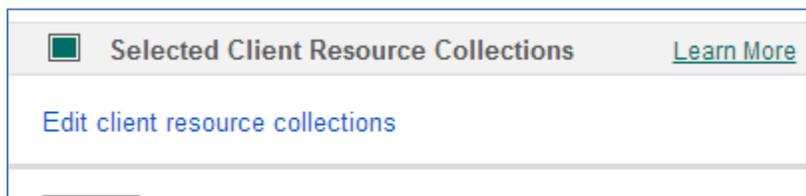
Instructions:

Library staff can follow these steps to activate the ScienceDirect collection in Primo Central:

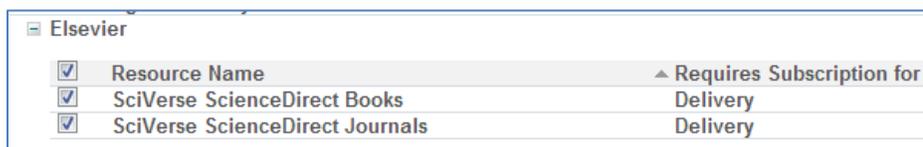
1. login to their Registration Module
2. Click on “My Client Applications” link



3. Click on the relevant Primo Central profile
4. Click on the “Edit client resource collections” link



5. Scroll down to the “Elsevier” collection and check the “ScienceDirect” collection



6. Click on the "Done" button

- Subscribed content does not surface/appear in search results

Institution holdings in Primo Central are not up to date.
Holdings file not updated or not supplied correctly to Primo Central.

1. Make sure to publish the holdings file from SFX by using Google Scholar's export option.
2. Confirm that the Primo Central addresses:
64.74.237.228
174.129.215.175
174.129.215.137
are allowed to retrieve the holdings file from your link resolver server on HTTP port 80.
3. Make sure that the correct file location is set in the Primo Central Registration Module.

Instructions:

The Google Scholar export option allows the exporting of active full text data from the SFX database in the export format required for Primo Central.

A. In SFX:

1. Log on to the SFX server as an instance user.
2. Type da.
3. Type ./server_admin_util.
4. Select **10 Export Google Institutional Holdings File** from the main menu. The Export GOOGLE institutional holdings tools menu is displayed:

```
Export GOOGLE institutional holdings Tools
1 (Re)Export GOOGLE institutional holdings file
2 Show scheduled export GOOGLE institutional holdings file
3 Schedule export GOOGLE institutional holdings file
```

5. Confirm that you have a weekly export set up. Select **2 Show scheduled export GOOGLE institutional holdings file**. The following is displayed:

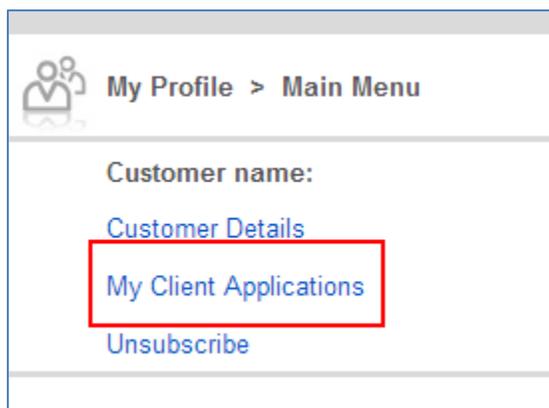
```
Export GOOGLE institutional holdings schedule is as follows:
[1] 00:00 of every Sunday of every month (output compressed)
Would you like to remove any of these? [y/N] n
```

B. Confirm with IT:

1. Confirm that the Primo Central addresses: 64.74.237.228, 174.129.215.175, 174.129.215.137 are allowed to retrieve the holdings file from your link resolver server on HTTP port 80.

C. In Primo Central Index Registration Module:

1. login to their Registration Module
2. Click on “My Client Applications” link



3. Click on the relevant Primo Central profile
4. Make sure that the **SFX institutional holdings file URL** field correctly points to your SFX server.

<ul style="list-style-type: none"> • Link resolver showing the incorrect rights info • Resources do not link at the article level • Links not properly proxied • Unable to access the full article 	<p>Link resolver knowledge base is not up to date. Currently, the institution is responsible for updating the knowledgebase with available holdings information.</p>	<p>We recommend confirming that the knowledge base of your link resolver is up to date with the most current version.</p> <p>We recommend uploading a new version of your electronic holdings report to the knowledge base of your link resolver as explained above.</p> <p>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.</p>
--	---	---

For more information please contact:

- Ex Libris Customer Support at <http://www.exlibrisgroup.com/category/ContactUs> for questions related to configuring the Ex Libris Customer Center.
 - 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.