

# Troubleshooting Alma/Primo Service Desk tickets

Helpful information on how to troubleshoot various types of Alma/Primo related WRLC Service Desk tickets

- [Troubleshooting Proxy Issues](#)

# Troubleshooting Proxy Issues

Now that WRLC no longer oversees proxy servers for our institutions, the main goal in answering any proxy related Service Desk tickets is to see where the real issue lies. **IF** the problem is with Alma configuration, we can edit their Alma configs for them. **IF** the problem isn't with Alma, the institution will have to contact either their proxy service or the vendor for a resolution.

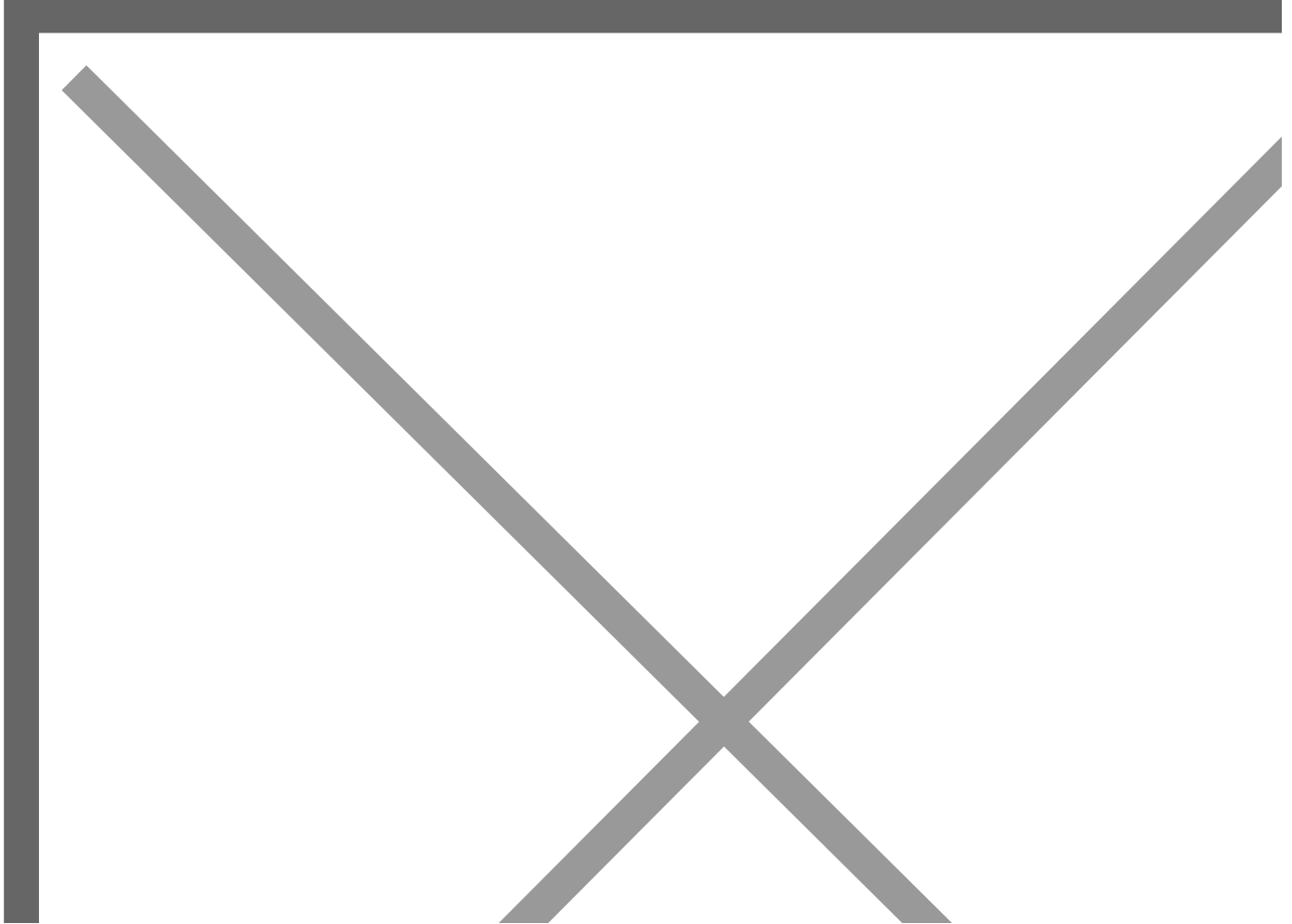
In order to see where the problem resides, it is helpful to get a sense of the scope of the issue.

Is it an issue with access to all e-resources in their catalog for all of their patrons?

If so, the issue most likely resides with their proxy provider and the institution will need to contact them for assistance.

Is the issue limited to a specific electronic collection or vendor?

Then check the configuration for the collection's service in Alma. Search under Electronic Collection in Alma; then choose the ellipsis button, then Edit Service, then go to the Linking tab. Is the proxy enabled? If so, is it set to their default proxy service?



TAKE NOTE that collections from certain vendors require special configurations in Alma! A comprehensive list can be found in the [Alma Knowledge Center](#)

## Is the issue only with a specific ebook or ejournal?

If so, search for the portfolio for the e-book or e-journal in Alma. Check the linking under the Linking tab.

If the portfolio is using service parser parameters, it should be applying the proxy that is configured for the collection as a whole. If that's the case, the issue doesn't seem to be in Alma and they should contact their proxy service.

If the portfolio is using a static url, make sure that the URL doesn't have an incorrect prefix

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