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Support for Your Ex Libris Product(s): What Ya Gonna Do? Who Ya Gonna Call?

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Support for your Ex Libris Product(s)

What ya gonna do? Who ya gonna call?



Tari Keller University of Kentucky
Systems Librarian keller@uky.edu

Information is everywhere!

- What is your problem?
- Document your problem
- Enter a case
- Go to the Ex Libris Knowledge Center
- Use the product listserv
- Other resources to find help



What is your problem?

- If your product is down
 - Check the network - Could it be a campus or internet problem?
 - If not, enter a system down ▼ case in Sales Force immediately and
 - THEN CALL the 24x7 hotline! [1-877-445-5693](tel:1-877-445-5693) and press 9
- If a whole module is down
 - Enter a case in Sales Force and with a system down ▼ case for the module.
 - If you don't hear from them within 15-30 minutes—CALL the 24x7 hotline.



Ex Libris System Status

System Status | [Privacy Policy](#) | [Security](#)

The System Status page presents the latest information on the availability of all multitenant instances. You may check this page at any time to see the current status information, or subscribe to be notified via email of interruptions to any individual service. If you are experiencing a real-time, operational issue that is not indicated below, please inform us by opening a customer support request.

System: Region:

Instances	Email Alerts	Current Status	Jun-14	Jun-13	Jun-12	Jun-11	Jun-10	Scheduled Maintenance
<input type="checkbox"/> Alma NA01	<input type="checkbox"/>	✓	✓	✓	✓	■	✓	2017-Jun-11
<input type="checkbox"/> Alma NA02	<input type="checkbox"/>	✓	✓	✓	✓	■	✓	2017-Jun-11
<input type="checkbox"/> Alma NA03	<input type="checkbox"/>	✓	✓	✓	✓	■	✓	2017-Jun-11
<input type="checkbox"/> Alma CA01	<input type="checkbox"/>	✓	✓	✓	✓	■	✓	2017-Jun-11
<input type="checkbox"/> Alma EU00	<input type="checkbox"/>	✓	✓	✓	✓ ⁱ	■	■	2017-Jun-10
<input type="checkbox"/> Alma EU01	<input type="checkbox"/>	✓	✓	✓	✓ ⁱ	■	■	2017-Jun-10
<input type="checkbox"/> Alma EU02	<input type="checkbox"/>	✓	✓	✓	✓ ⁱ	■	■	2017-Jun-10
<input type="checkbox"/> Alma AP01	<input type="checkbox"/>	✓	✓	✓	✓	✓	■	2017-Jun-17
<input type="checkbox"/> Alma CN01	<input type="checkbox"/>	✓	✓	✓	✓	✓	■	2017-Jun-17
<input type="checkbox"/> PC CR01	<input type="checkbox"/>	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/> Summon CR01	<input type="checkbox"/>	✓	✓	✓	✓	✓	✓	
<input type="checkbox"/> 360 Link CR01	<input type="checkbox"/>	✓	✓	✓	■	✓	✓	
<input type="checkbox"/> Intota CR01	<input type="checkbox"/>	✓	✓	✓	✓	✓	✓	

Service is operating normally
 Information/Service Alert Information
 Performance issues
 Service disruption
 Scheduled maintenance

<http://status.exlibrisgroup.com/>

This page covers most of the Ex Libris products in the cloud.

PC CR01 is the Primo Central Knowledge Base.

Search the Ex L Knowledge Center for **“Monitoring Real-Time Status of Ex Libris Cloud Instances”** for more information.

Define your problem

- Where does the problem occur?
 - Does it happen in a particular module?
 - Does it appear in any other product?
- Is it repeatable?
 - Does it happen no matter who is doing the task?
 - Does it happen for all data of a particular type?
 - Does it happen at a particular time or part of the day?
 - Does it happen for one library only? Or location or patron group or vendor?
- Who does it affect?
 - All staff or all public users
 - All users of one module or critical part of module?



Document your problem

- Write down the steps in the workflow
- Take screen shots or snip-its and put them in a Word document
- Include specific examples—records, data types, users for examples
- If it only happened once and you can't find the example, look harder for the example!
- Any which way you can make the problem clear to your audience
 - Ex Libris
 - Listserv members
 - Closest product confidant 😊

Documentation – Type it in

Title Failed attempts are making Clickable Logo in New UI

I am trying to make my logo clickable and link to a fresh search. I've added the text in #1 of the instructions in the New UI Customization to my custom1.css -

```
/* Call the clickable logo */
prm-logo div.product-logo {
  display:none;
}
prm-logo div.product-logo-local {
  display: flex;
}
prm-logo .logo-image, prm-logo img {
  max-height: 100%;
}
```

Then I added #2 section to my custom.js

```
// Add Clickable Logo
app.controller('prmLogoAfterController', [function () {
  var vm = this;
  vm.getIconLink = getIconLink;
  function getIconLink() {
    return vm.parentCtrl.iconLink;
  }
}]);
```

Description

```
app.component('prmLogoAfter',{
  bindings: {parentCtrl: '<'},
  controller: 'prmLogoAfterController',
  template: '<div class="product-logo product-logo-local" layout="row" id="banner"
  tabindex="0" role="banner"> +
  <a href="[target's_URL]"></a></div>'
});
})();
```

--- And now my logo doesn't show in the interface, let alone be clickable. :-{

I am attaching my zip file, which uploaded successfully into my Sandbox test view:
https://saa-kentucky-primosb.hosted.exlibrisgroup.com/primo-explore/search?vid=UKY_SANDNIU&sortBy=rank&lang=en_US

I need help. I really don't want to have to keep the extra button for New Search in my header.

Thanks for your help.
Tari

Type the information into the description part of the form.

- Describe the problem.
- List the steps you took,
- Describe the results and the desired results.
- This was mostly cut and paste.

Documentation - Attachment

UKY In House Fulfillment Problem

In Primo, when the availability is displayed to someone who is not logged in, it says "Loanable".

Book

☆ **Food for the journey : a collection of recipes**
Good Shepherd Catholic Church (Frankfort, Ky.); Good Shepherd School (Frankfort, Ky.) c2010
● Available at Special Collections Research Center Spec Coll Research Center - Room 019 (TX715 .G665 2010)

Availability Details Virtual Browse

University of Kentucky Sign-in for more options Actions

Request Options:

Location Special Collections Research Center Spec Coll Research Center - Room 019 TX715 .G665 2010 Hide Details

Availability: (1 copy, 1 available, 0 requests)

Public notes: Section 6-Shelf 1Tray 4

Barcode	Type	Policy	Description	Status
5042501388788	Book	Loanable		Item in place

1 - 1 of 1 Records

Guest e-Shelf My Account Sign in

InfoKat Discovery LIBRARY HOME | E-JOURNALS | DATABASES | ASK US | RESEARCH GUIDES | BROWZINE | HELP |

Search Library Catalog Course Reserves Local Collections

Food for the journey Search Advanced Search

All items that contain my query words anywhere in the record

Food for the journey : a collection of recipes
Good Shepherd Catholic Church (Frankfort, Ky.); Good Shepherd School (Frankfort, Ky.) c2010
● Available at Special Collections Research Center Spec Coll Research Center - Room 019 (TX715 .G665 2010)

Availability Details Virtual Browse

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Availability: (1 copy, 1 available, 0 requests)

Public notes: Section 6-Shelf 1Tray 4

Barcode	Type	Policy	Description	Status
5042501388788	Book	Loanable		Item in place

1 - 1 of 1 Records

- This is page 1 of a 5 page Word document.
- Use Snipping tool or screen capture and text in a word processing document to show what is happening.
- You can use Tools or Export in Alma or Analytics to capture a list in Excel list of examples, or configuration rows.
- You can submit PDFs too.

Ex Libris Customer Support System

- Click on the [Submit a Case](#) button on the Ex Libris Knowledge Center Page to get to the Ex Libris Support Portal.
 - You can get to the Support Portals from the Knowledge Center page too!
 - ProQuest products have their own portal.



- Check with your systems librarian before registering to submit cases yourself.
- Search for "**What is Ex Libris Escalation Policy?**" article to see that procedure when a case is not getting the attention it needs.
- You can also click on the [Submit a Case](#) button on the Ex Libris Knowledge Center Page to get to the Ex Libris Support Portal.

Enter a Support Case

- Fill out all the boxes at the top
- Give the case a title that describes what is happening
- Explain the problem
 - List the steps in the workflow
 - Any other details that are consistent, like time of day, who is affected, browsers used
- Include email addresses of staff you want updated on case
- Attach documentation
 - Word document with screen shots of examples
 - Excel document generated from analysis or Tools/Export

Support Case Form

Case Edit

Case Edit

Case Details

Account Name University of Kentucky Libraries Asset

Affected Environment Production Environment

Priority Normal Database Collection

Description Information

Title

Description

Additional Information

Category --None-- Subject --None--

Additional e-mails

E-mail 1 E-mail 2

E-mail 3 E-mail 4

E-mail 5

Support Case tips

- If you find more examples or information, add them to the open case as you find them
- Check the Support Portal regularly to see if they have the case flagged for you to test or respond to a question.
- If you don't hear from Support a week after their initial response, poke them!
- You can refer to another user's related case by number when you open a new case or see it is related when reading your product listserv mail.
- If your case has a status of "Closing", it isn't too late to go in and edit the status to keep it open. Add a comment on why you want it to stay open.
- If a case is Closed and you need to reopen it, open a NEW case and refer to the old case number.
- If you solve the case yourself, enter a comment and close the case.

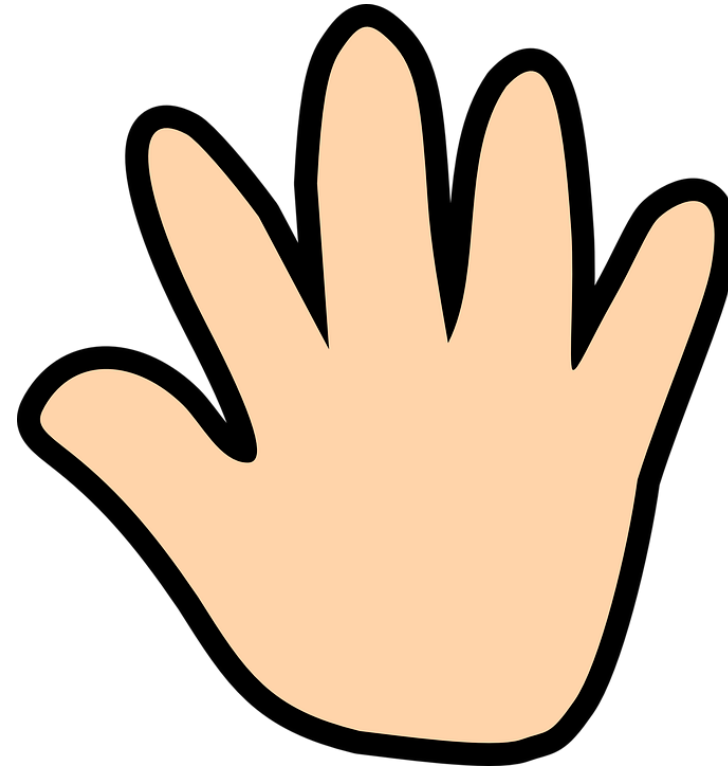
Support Case Statuses

- New
- Tier 1 Analysis
- Pending Customer Response
- Pending Customer Testing
- Waiting for Process
- Tier 2 New
- Tier 2 Analysis
- Tier 2 W4I
- Tier 1 Answer to Tier 2
- Tier 2 Closed
- Pending Work Plan
- Development
- Pending Release
- Pending Customer Testing
- Shared with PQ
- Waiting for Vendor Input
- Product Manager Review
- Closing
- Closed

Search for this article: ["What is Case Status, and What Does It Mean"?](#)

But before you submit that case...

- Visit the Ex Libris Knowledge Center
 - Re-read the latest Release Notes
 - Read the documentation
 - Search for knowledge articles
 - Check for training video on subject
- Use the product listserv
 - Search the listserv archives
 - Describe your problem in an email message



Ex Libris Knowledge Center

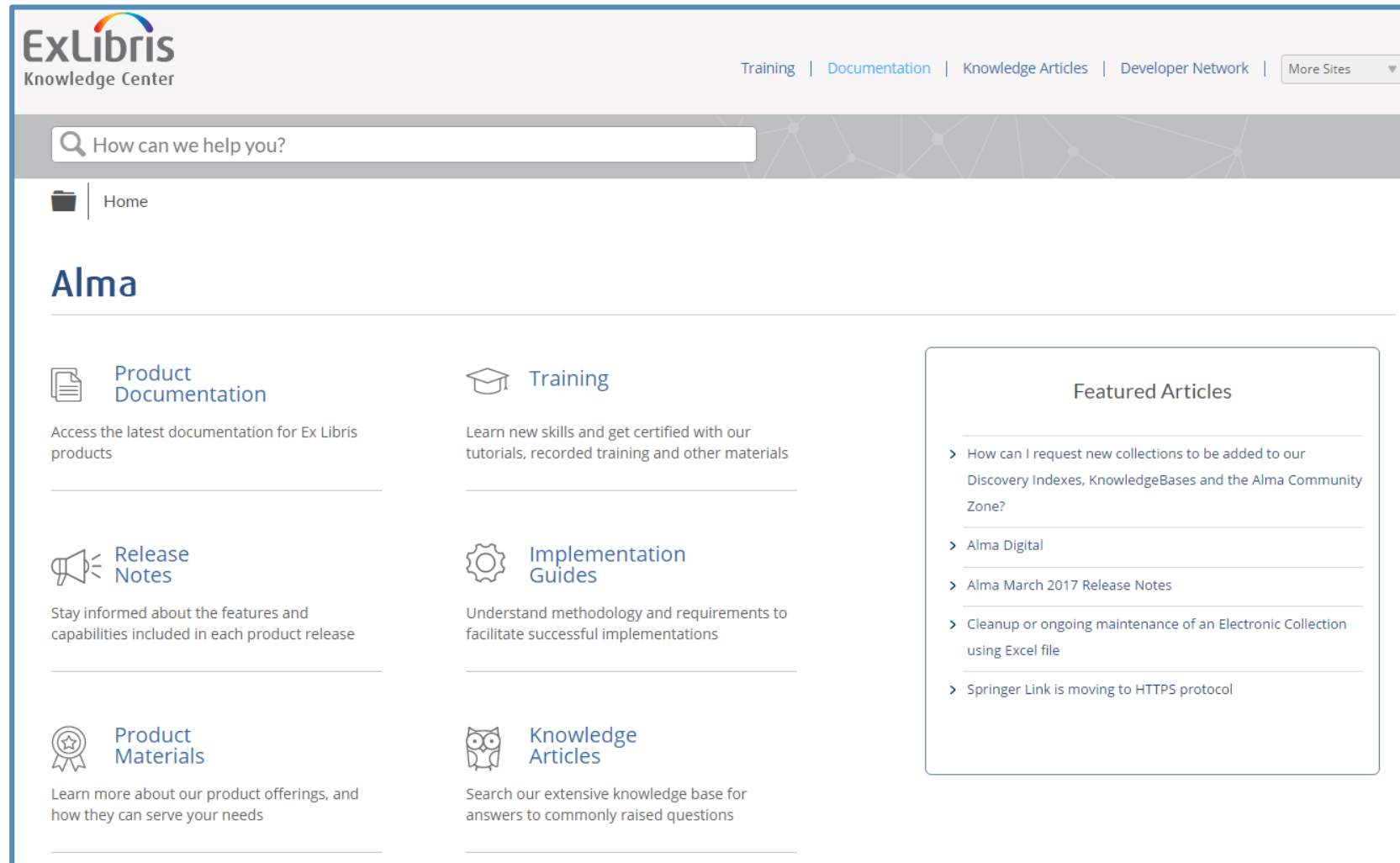
- <https://knowledge.exlibrisgroup.com/>
- Start with the product group—Alma, Primo, SFX, Voyager ...
- Try a keyword search
- Check the Documentation for the process
- Look at information on recent releases



Screen Shots of ExL KC ☺

The screenshot shows the ExLibris Knowledge Center homepage. At the top left is the ExLibris logo with the tagline 'Knowledge Center'. To the right are navigation links: Training, Documentation, Knowledge Articles, Developer Network, and a 'More Sites' dropdown menu. Below the navigation is a large grey banner with the text 'What can we help you with?' and a search bar containing the word 'Search' and a magnifying glass icon. Underneath the search bar are two buttons: 'System Status' and 'Submit a Case'. The main content area is titled 'Browse by product:' and features a grid of product names in various colors: Alma, Primo, Summon, Rosetta, campusM, Leganto, Aleph, Voyager, SFX, bX, 360 Services, Intota, Ulrich's, Metalib, Verde, DigiTool, 360 KB, Primo Central, Alephino, UStat, and Cross Product. A small '+' icon is located below the 360 KB link.

Product Home Page



The screenshot shows the ExLibris Knowledge Center Product Home Page. At the top left is the ExLibris logo with the tagline 'Knowledge Center'. To the right are navigation links for 'Training', 'Documentation', 'Knowledge Articles', and 'Developer Network', followed by a 'More Sites' dropdown menu. Below the navigation is a search bar with the placeholder text 'How can we help you?'. Underneath the search bar is a 'Home' breadcrumb. The main content area is titled 'Alma' and features six primary navigation cards: 'Product Documentation' (with a document icon), 'Training' (with a graduation cap icon), 'Release Notes' (with a megaphone icon), 'Implementation Guides' (with a gear icon), 'Product Materials' (with a ribbon icon), and 'Knowledge Articles' (with an owl icon). Each card includes a brief description of the content. On the right side, there is a 'Featured Articles' section containing a list of five article titles, each preceded by a right-pointing chevron.


ExLibris
Knowledge Center


Training | Documentation | Knowledge Articles | Developer Network | More Sites


How can we help you?


Home


Alma


 **Product Documentation**
Access the latest documentation for Ex Libris products

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

 **Release Notes**
Stay informed about the features and capabilities included in each product release

 **Implementation Guides**
Understand methodology and requirements to facilitate successful implementations

 **Product Materials**
Learn more about our product offerings, and how they can serve your needs

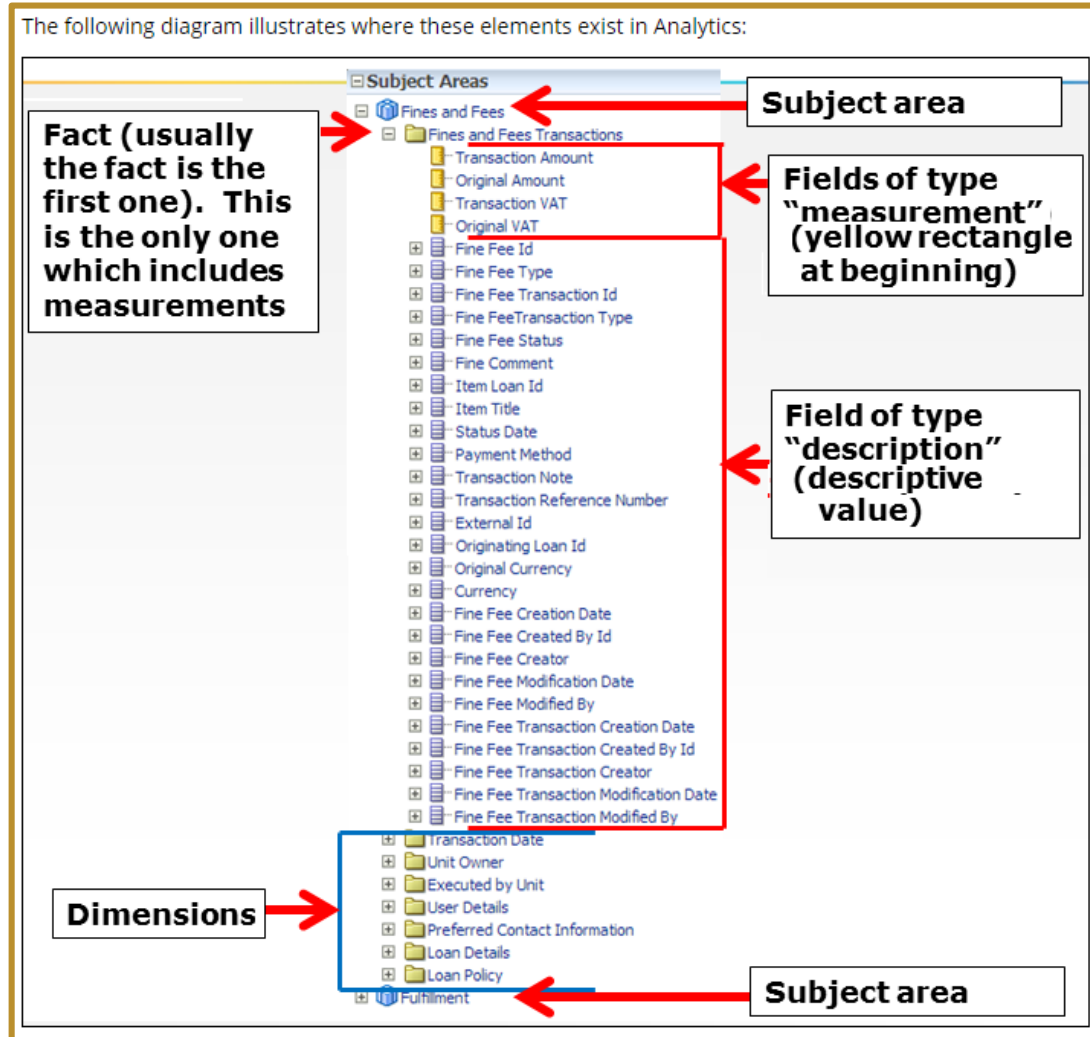
 **Knowledge Articles**
Search our extensive knowledge base for answers to commonly raised questions

Featured Articles

- > How can I request new collections to be added to our Discovery Indexes, KnowledgeBases and the Alma Community Zone?
- > Alma Digital
- > Alma March 2017 Release Notes
- > Cleanup or ongoing maintenance of an Electronic Collection using Excel file
- > Springer Link is moving to HTTPS protocol

Documentation

It also comes in French and German!



Home » Alma

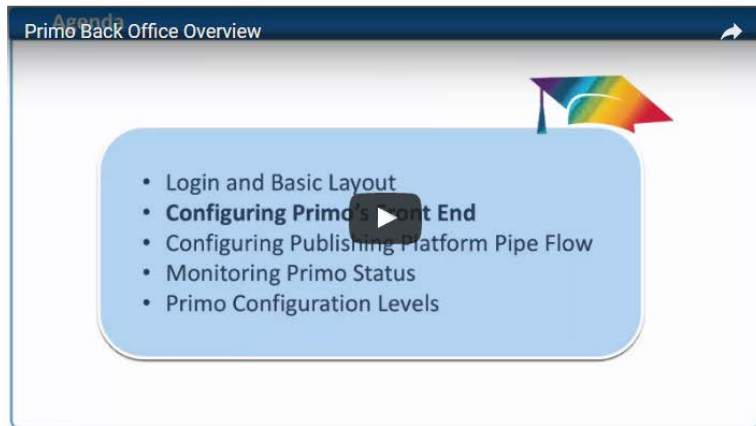
Product Documentation

Alma Online Help (English)

- Getting Started
- Acquisitions
- Fulfillment
- Resource Management
- Administration
- Alma-Primo Integration
- Alma-Summon Integration
- Analytics
- Integrations with External Systems
- Managing Multiple Institutions Using a Network Zone
- Mobile
- Alma Glossary

Training

01 Primo Back Office Overview



Agenda
Primo Back Office Overview

- Login and Basic Layout
- **Configuring Primo's Front End**
- Configuring Publishing Platform Pipe Flow
- Monitoring Primo Status
- Primo Configuration Levels

Duration: 17 min.

Description	The Primo Back Office is where all configurations to the Primo Front End and the rest of the system are made.
Target Audience	Staff responsible for maintaining Primo Staff responsible for ensuring data is correctly represented in Primo
Prerequisites	Basic familiarity with the Primo Front End

Primo Administration

This Training Program describes in depth how to configure Primo from the Back Office. Main topics covered are publishing, normalization rules, and Front End configurations.

- 01 Primo Back Office Overview
- 02 Primo Administrative Structure
- 03 Primo Publishing Platform
- 04 Publishing Platform: Pipes Configuration
- 05 PNX
- 06 Normalization Rules Overview
- 07 Normalization Rules Configuration
- 08 Normalization and Delivery Template Mapping Tables
- 09 Local Search Scopes
- 10 Primo Views
- 11 Updating Display Labels

Release Notes



Release: May 2017

Highlights:

Export to BibTex -

As requested and voted via the Ideas Exchange, we are now adding the option to export to BibTex format. This option is being added to the other actions that are already available for the records from the results set and for the full record.

User Tags -

User tags are supported for all customers both in the classic interface and in the new interface. Because user tags are indexed and searchable, users can share reading lists and expand other user's lists.

Preferred Record Configuration -

Previously, the hierarchy for the selection of the preferred record in cases of the deduplication was hardcoded. In the new release, you can now control the precedence via the new "Preferred Record- Delivery Category Priority" mapping table at the institution level. Changes to this table require you to run the pipe process.

Syndetics Book Covers -

As part of the ProQuest-ExLibris integration and cooperation, we are now offering Syndetics books covers to all our Primo customers. There is no need to activate them. They will be available after the upgrade.

New Primo User Interface -

We are now in the final stages of delivering the missing features from the classic interface in the new UI. In this release you will find Browse functionality, Alma E-Journal search, Session Search history, and Fetch Items (Citation Linker).

The default of the new interface presents the facets on the right side of the results. In customer usability tests, users found this logical and intuitive. However, we know that some libraries prefer to present facets on the left side of the results, so we have added an easy option to configure this without the need for customization. If you have already implemented such a customization, we recommend that you remove it in order to use the new configuration.

This was a very busy release and these are just the main highlights. You can find much more in the Highlights documentation including the new Exploration group in Primo analytics, support for the new interface for the Times cited service, and more...

Documentation and Webinars:

More information about the May release can be found in the Ex Libris Knowledge Center:

- Knowledge Center > Primo > Release Notes
- Knowledge Center > Primo > Product Documentation > Highlights

Updated versions of both documents will be published on April 28, 2017.

Each product has its own way of documenting what is new and some will announce webinars for demonstrating enhancements.

Implementation Guides

Not all products have this section, but when you are migrating, the information is very helpful.

Implementation and Migration

Implementation Guides

- Alma and Primo Cutover Process
- Getting Ready for Alma and Discovery Implementation
- Technical Requirements for Alma and Discovery Implementation
- Other Implementation Guides and Alma Configuration Form

Migration Guides

- Alma Migration Considerations for Consortia
- Alma Migration – Combining or Separating Source Databases
- Electronic System Migrations
- ILS Migrations
- Testing Migrated Data



Knowledge Articles



Home » Voyager

Knowledge Articles

There are so many articles for us to display. Below are some suggested articles, but please feel free to search for more specific results using the above search box.

Featured Articles:

- [Introduction to the Knowledge Center](#)
- [Knowledge Center Questions and Answers](#)
- [Ex Libris Voyager Patron Directory Services \(PDS\) Security vulnerability patch](#)
- [9.2.1 Implementation Guide](#)
- [Fiscal Period Close resources and FAQs in Voyager](#)
- [Resources and FAQs for Patron Utilities in Voyager](#)
- [Could not retrieve field order configurations" when open Cataloging after upgrade to 9.2.0](#)
- [Resources and FAQs for ODBC drivers for Prepackaged Reports](#)

Search by
keywords
to find
articles

[Featured Articles](#) - [Most Popular](#) - [Highest Rated](#) - [Recently updated](#) - [Recently added](#)

Product Listservs

- <http://el-una.org/mailling-lists/>
 - where other users can help you with these problems
- Membership in ELUNA not required to use product listservs
- Queries, Analyses and Reports
- Alternative workflows
- Configuration puzzlements
- What's going on?
 - Trouble with a server, but you aren't sure
 - Strange happenings after a new release



Ex Libris YouTube Channel

- <https://www.youtube.com/user/ExLibrisLtd>
- Here you will find lots of goodies
 - Recorded webinars
 - Short videos on products



Ex Libris Idea Exchange

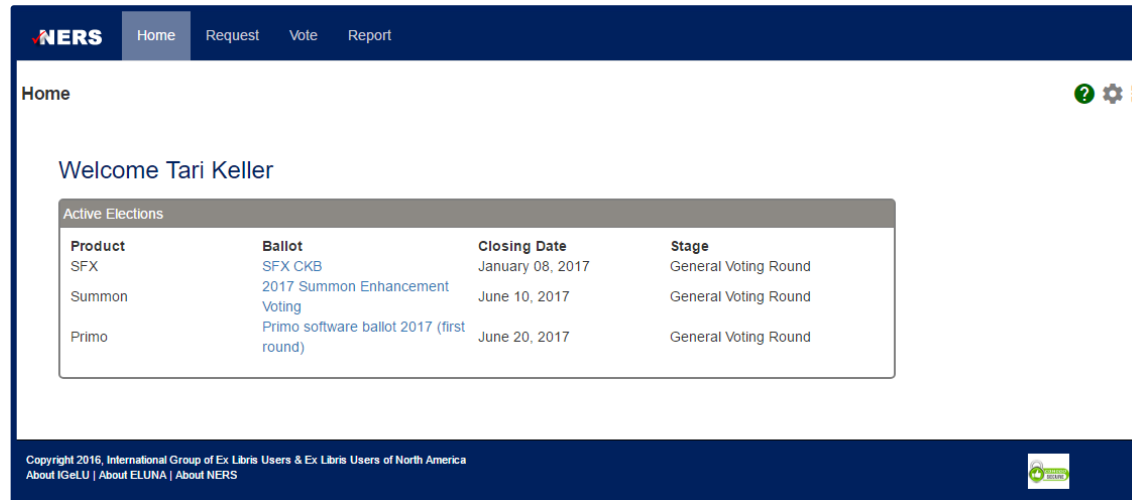
- <http://ideas.exlibrisgroup.com/>

The screenshot shows the Ex Libris Idea Exchange homepage. At the top left is the Ex Libris logo with the tagline 'a ProQuest Company' and 'idealexchange'. A navigation bar contains links for 'Ex Libris', 'Knowledge Center', 'Contact Support', and 'Developer Network'. Below this is a blue banner with three icons: a lightbulb for 'Share your ideas', a thumbs up for 'Support your favorite ideas', and speech bubbles for 'Get feedback on popular ideas'. The main content area has a welcome message: 'Welcome to Ex Libris Idea Exchange! We'd love to hear your ideas for us. To suggest an idea, please select one of the following forums'. Below the message are six buttons for different systems: Alma, Primo, Summon, Rosetta, campusM, and Leganto, each with a right-pointing arrow. At the bottom left is a 'Content' button with a right-pointing arrow.

The screenshot shows a specific idea post on the Ex Libris Idea Exchange. At the top left, it says '119 votes' and 'Vote'. The title of the idea is 'Primo Central FRBR process specific to each customer's activations'. The main text of the idea reads: 'Currently, Primo Central performs the FRBR process on its entire index without considering the collections activated at the customer's level. Having FRBR at the level of the whole PC leads to often have in the catalogue a "View all versions", even if in the PC of the Institution there is just 1 version of a record. Another consequence is also that Primo Central facets display unrelated results. In some cases, other records (from the FRBR group) may not appear, which does apply to the facet limitation, because they haven't been activated in the PC registration system. This situation often leads to frustrations: library staff and end-users are puzzled when incoherency happens in search result display. We would like Primo Central to perform the FRBR process specific to each customer's activations.' Below the text, it says 'See also:' followed by two numbered references: '(1) NERS requests 4426 and 4327' and '(2) Primo Central Facets Display Unrelated Results' with a link to 'https://knowledge.exlibrisgroup.com/Primo_Central/Knowledge_Articles/Primo_Central_Facets_Display_Unrelated_Results'. The post is attributed to 'François Renaville' who shared it on 'May 30, 2017'. Below the attribution, it says '4 comments' and has social media sharing buttons for 'Tweet' and 'Like 0'. There is a text input field for 'Add a comment...' and a 'Your email address' field with a sign-in option for Facebook and Google. At the bottom is a 'Post comment' button.

ELUNA/IGeLU - Enhancements

- Join ELUNA to have a vote in the enhancement process for your products
- Review enhancements and vote on NERS
 - Enhancement voting is by product
 - Each institutional member has 1 ballot. A consortium member will have 1 vote for the consortium. (Usually 100 “votes” to assign to the enhancements that will benefit your institution or consortium the most.)
 - Users submit enhancement requests on NERS system



The screenshot displays the NERS web application interface. At the top, there is a navigation bar with the NERS logo and menu items: Home, Request, Vote, and Report. Below the navigation bar, the page title is "Home" and a user greeting "Welcome Tari Keller" is visible. The main content area features a section titled "Active Elections" which contains a table with the following data:

Product	Ballot	Closing Date	Stage
SFX	SFX CKB	January 08, 2017	General Voting Round
Summon	2017 Summon Enhancement Voting	June 10, 2017	General Voting Round
Primo	Primo software ballot 2017 (first round)	June 20, 2017	General Voting Round

At the bottom of the page, there is a footer with copyright information: "Copyright 2016, International Group of Ex Libris Users & Ex Libris Users of North America" and links for "About IGeLU", "About ELUNA", and "About NERS". A small logo is also present in the bottom right corner of the footer area.

Other ELUNA Benefits

- Discount registration for annual meeting
 - Technical Seminar 2 days before ELUNA
 - Developers Day 1 day before ELUNA
 - 3 day conference (Anyone can participate in conference, but ELUNA membership is required for other events.)
- Access to all presentations after the meeting
- Access to the ELUNA Document Repository
- Participate in Working Groups for your product(s)
- Participate in Regional Users Group like eBUG
- Participate in Special Interest Groups
- Run for seat on the Steering Committee



Ex Libris Support Portal Email Preferences

The screenshot shows the 'Email Preferences' page in the Ex Libris Support Portal. At the top left is the Ex Libris logo (a ProQuest Company). At the top right is a 'Logout' link. A navigation bar contains links for 'Cases', 'Search Cases', 'Publish', 'Account Assets', and 'Email Preferences' (which is highlighted). Below the navigation bar, the page is titled 'Email Preferences' and includes a 'ProQuest. Support' button. A message reads: 'Dear Tari, In this page you can manage your email preferences and subscribe to relevant mailing lists. Personal details, such as email address, can be edited under My Profile .'. On the left side, there are sections for 'Messages and Alerts' with links to 'Salesforce documentation', 'Escalation policy', and 'Contact us'; a 'Welcome, Tari Keller' message with 'My Profile' and 'Logout' links; and a 'Search' section with a dropdown menu set to 'Cases', a search input field, a 'Go!' button, and a link to 'Advanced Search...'. The main content area is titled 'Available Mailing Lists' and includes a 'Select All' checkbox. It is divided into two columns: 'Product Specific Support Messages' and 'Ex Libris News and Information'. The first column has checkboxes for Alma, Alma Data Services, Primo, Primo Central, SFX, and SFX KB. The second column has checkboxes for Articles and Messages for Ex Libris customers. A 'Save' button is located at the bottom right of the mailing list section.

Ex Libris
a ProQuest Company

Logout

Cases Search Cases Publish Account Assets **Email Preferences**

Other Support Options: **Email Preferences**

ProQuest. Support

Dear Tari,
In this page you can manage your email preferences and subscribe to relevant mailing lists. Personal details, such as email address, can be edited under [My Profile](#) .

Messages and Alerts

[Link to Salesforce documentation](#)

[Escalation policy](#)

[Contact us](#)

Welcome, Tari Keller

[My Profile](#) | [Logout](#)

Search

Cases

Go!

[Advanced Search...](#)

Available Mailing Lists

Select All

Product Specific Support Messages

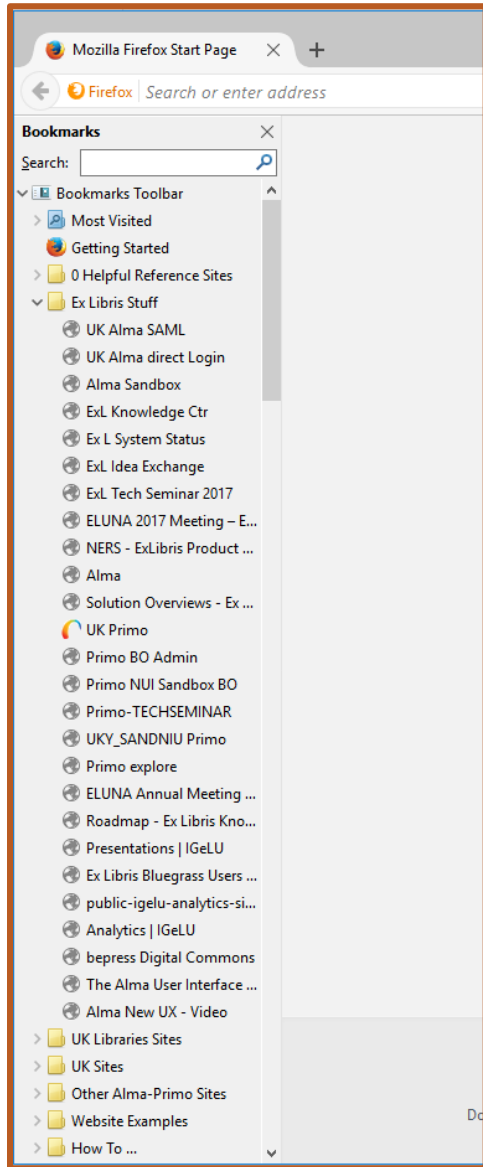
- Alma (includes subscription to corresponding System Status Page notifications)
- Alma Data Services
- Primo
- Primo Central (includes subscription to corresponding System Status Page notifications)
- SFX
- SFX KB

Ex Libris News and Information

- Articles
- Messages for Ex Libris customers (e.g. availability of local offices during holidays, etc.)

Save

Browser Bookmarks – organize them!



Not sure why this took me so long to figure out. My bookmarks list used to go on forever! Putting them in folders and re-ordering them saves time.

Firefox to the left, and Chrome above have great bookmark organization options. Internet Explorer and Edge are similar to Firefox, with the list on the side.

This is my last bit of wisdom to share today.



Questions?

