

CAB Direct – new platform Identified issues and Frequently Asked Questions

28/08/2009

Q: My previous search string from the old CAB Direct will not work on the new CAB Direct.

A: There are 2 possibilities here:

- 1) The syntax has changed, so where you would have used ft:sc, you now need to use sc:ft
- 2) Capitals will not work. A search for SC:FT will give an error. You must use lower case sc:ft

Q: My browser has been updated to Internet Explorer 8 (IE8), and I'm now having trouble saving, printing, emailing, and downloading selected records.

A: IE8 handles Javascript differently from IE7 (and other browsers), which is leading to problems with website functionality. We are in the process of upgrading the new CAB Direct to handle this problem automatically, but in the meantime there is work around (this will also work on any other website you are having issues with):

Next to the URL address bar there is the 'compatibility icon' which looks like a broken page icon. Click this and it should rectify the problems you are having with IE8. If this icon isn't visible, right click in the grey toolbar and select 'Compatibility View Button'.

Q: Links to my journal holdings are not showing up (SFX and other link resolvers)

A: The new CAB Direct is OpenURL compliant, but there are a small number of customers whose link resolver details have not copied across properly into our new systems. If links to your journal holdings are not showing up in CAB Direct, please contact support@cabi.org immediately.

Q: Is the new CAB Direct compatible with federated/meta search engines, eg: Serials Solutions, MetaLib, etc?

A: The new CAB Direct can be searched by many federated/meta search engines. Please consult your supplier to enable the connection.

Q: My marked records become unmarked when I navigate away from the page and then return

A: This is a bug we are in the process of fixing. In the meantime, use the Browser's BACK button, and they will remain checked.

Q: Is there a temporary marked list function? In the old CAB Direct you could mark up records and save them to a temporary marked list. You could build up this list, and then export it and delete it. Is this available on new CAB Direct?

A: The bookmarking feature in MyCABDirect allows you to save records to a single list. At the moment the export functions are not possible with this list, but this is a planned future development for the new CAB Direct. We are also planning to develop the functionality to temporarily save a list during a session, to export, email, etc, without needing to save to MyCABDirect.

Q: When I export a citation, only the name of the first author is being recorded.

A: This is a bug in the Email and Download functions, and will be resolved imminently.

Q: Will the new CAB Direct have a citation exporting facility which automatically downloads into Endnote, RefWorks, etc?

A: Yes, we are in the process of developing this, and it should be ready over the next few months. In the meantime, you need to Download the Citations (orange box on right) as a .RIS file, and then load these into your reference manager.

What to do with the downloaded .RIS files

You can open the .RIS files in Word or a Text Editor. The first time that you have to do this can be tricky, particularly in Firefox, but after that it's straightforward.

To open the .RIS files in Firefox:

Firefox does not know what a ".RIS" file is, or what to do with it. When this happens it asks if you want to 'Save' or 'Open' the file.

- If you select 'Open' you have to tell Firefox what program you want to open the file with.

- If you select 'Save' the file is downloaded and saved in the default Firefox download location.

You can set the default save location in Firefox by going to Tools -> Options and looking in the "Main" tab. You can set Firefox to prompt you for a save location, or use the same one each time

Internet Explorer may work better with opening .RIS files because it is tightly linked in to Windows Explorer, which may know what to do with .RIS files, whereas Firefox has to be told the first time.

Q: Will the new CAB Direct have MARC Records for CAB eBooks?

A: We are about to launch a MARC Records feature on the new CAB Direct. This is imminent, and we are just conducting the final tests.

Q: When I do a search for a term (such as 'wellness') the search engine appears to be returning all records containing any reference to the stem ('well').

A: The new CAB Direct stems words to produce more results based around a single concept. This is usually very helpful, but for certain words, it means some irrelevant results are returned.

We are in the process of creating a fix whereby using inverted commas around the word (eg: "wellness") will prevent this stemming. This fix will be in place over the next few weeks.

Q: Is the new CAB Direct Shibboleth compliant?

A: Not yet, but it will be soon.

Q: I subscribe to one of your Compendia products, but under Subscription Information → Show Details, it says 'No description available'.

A: Four of our Compendia products are not showing their description in the account details section. If you subscribe to these products you will get this message, but you still have access to all the abstracts and information contained in CAB Direct for these products. This bug in the display is being addressed and will be rectified soon.