Troubleshooting Web Bridge CustomLinks for use in EBSCOhost

For troubleshooting issues related to your WebBridge CustomLink when linking out from the EBSCOhost databases:

The SID (service identifier) information that is carried over in your WebBridge CustomLink from EBSCOhost Web must match your WebBridge sid/rfr_id that you have for the WebBridge Management Origin.

To find the information that appears in your sid/rfr_id External Origin box, please go to the WebBridge Management Origin page in your WebBridge Admin Module.

Here's a specific example using Business Source Premier on how to setup your sid values.

WebBridge Management Origin sid/rfr_id: **EBSCO:buh**

EBSCOadmin WebBridge CustomLink query string: **sid=EBSCO:{dbcode}**

We recommend using the EBSCOhost database codes for your SID values. To set this up you'll want to do the following:

1. In EBSCOadmin, make sure that your WebBridge CustomLink is using **&sid=EBSCO:{dbcode}** in the query string.

2. In the WebBridge Admin Module, make sure that the WebBridge Management Origin contains the EBSCOhost database codes preceded by EBSCO: for each sid/rfr_id. (*Please note there are no spaces.*)

You can find a list of database codes at [EBSCOhost Database Short Names List (Product Codes)](https://help.ebsco.com/interfaces/EBSCOadmin/EBSCOadmin_FAQs/Troubleshooting_Web_Bridge_CustomLinks_for_use_in_EBSCOhost).

Please contact EBSCOhost technical support at support@ebsco.com or 800-758-5995 or Innovative Interfaces Inc if you have any questions.

See also:

- [How do I contact Innovative Interfaces Inc. (III WAM proxy, WebBridge, Research Pro, Metafind, library catalog) for support?](https://help.ebsco.com/interfaces/EBSCOadmin/EBSCOadmin_FAQs/Troubleshooting_Web_Bridge_CustomLinks_for_use_in_EBSCOhost)

**Related Terms:** custom link, custom linking, custom links, customlinking, customlink, customlinks