



## **Announcement: 24X7 Support**

May 2011

## CONFIDENTIAL INFORMATION

The information herein is the property of Ex Libris Ltd. or its affiliates and any misuse or abuse will result in economic loss. DO NOT COPY UNLESS YOU HAVE BEEN GIVEN SPECIFIC WRITTEN AUTHORIZATION FROM EX LIBRIS LTD.

This document is provided for limited and restricted purposes in accordance with a binding contract with Ex Libris Ltd. or an affiliate. The information herein includes trade secrets and is confidential.

## DISCLAIMER

The information in this document will be subject to periodic change and updating. Please confirm that you have the most current documentation. There are no warranties of any kind, express or implied, provided in this documentation, other than those expressly agreed upon in the applicable Ex Libris contract. This information is provided AS IS. Unless otherwise agreed, Ex Libris shall not be liable for any damages for use of this document, including, without limitation, consequential, punitive, indirect or direct damages.

Any references in this document to third-party material (including third-party Web sites) are provided for convenience only and do not in any manner serve as an endorsement of that third-party material or those Web sites. The third-party materials are not part of the materials for this Ex Libris product and Ex Libris has no liability for such materials.

## TRADEMARKS

"Ex Libris," the Ex Libris bridge, Primo, Aleph, Alephino, Voyager, SFX, MetaLib, Verde, DigiTool, Preservation, URM, ENCompass, Endeavor eZConnect, WebVoyage, Citation Server, LinkFinder and LinkFinder Plus, and other marks are trademarks or registered trademarks of Ex Libris Ltd. or its affiliates.

The absence of a name or logo in this list does not constitute a waiver of any and all intellectual property rights that Ex Libris Ltd. or its affiliates have established in any of its products, features, or service names or logos.

Trademarks of various third-party products, which may include the following, are referenced in this documentation. Ex Libris does not claim any rights in these trademarks. Use of these marks does not imply endorsement by Ex Libris of these third-party products, or endorsement by these third parties of Ex Libris products.

Oracle is a registered trademark of Oracle Corporation.

UNIX is a registered trademark in the United States and other countries, licensed exclusively through X/Open Company Ltd.

Microsoft, the Microsoft logo, MS, MS-DOS, Microsoft PowerPoint, Visual Basic, Visual C++, Win32,

Microsoft Windows, the Windows logo, Microsoft Notepad, Microsoft Windows Explorer, Microsoft Internet Explorer, and Windows NT are registered trademarks and ActiveX is a trademark of the Microsoft Corporation in the United States and/or other countries.

Unicode and the Unicode logo are registered trademarks of Unicode, Inc.

Google is a registered trademark of Google, Inc.

Copyright Ex Libris Limited, 2012. All rights reserved.

Document released: May 2011

Web address: <http://www.exlibrisgroup.com>

---

## Introducing 24X7 Support

Ex Libris is pleased to announce the launch of a new 24-hour support service for down system support incidents starting May 5th. Support will now be available around the clock for down systems or components 24 hours a day, 7 days a week, 365 days a year. This service covers all Ex Libris products in all regions around the world.

## Reporting a Down System or Component

### To report a down system or component:

- 1 If an entire production system or module is unusable for all users, open a Support Incident in eService with *System Down* as the priority level.
- 2 Send an e-mail to [24X7hub@exlibrisgroup.com](mailto:24X7hub@exlibrisgroup.com) with the following details:
  - Name of institution
  - Your name
  - A phone number (with the country code) or an e-mail address where Ex Libris can reach you
  - Your Support Incident (SI) number
  - Name of the product which is experiencing a problem
- 3 If you are not able to send an e-mail, you can call or instant message the Hub. Refer to the *24X7 Hub Contact Details* published in the Documentation Center > Cross Product > 24X7 Support folder for details.

A support representative will respond to you with a resolution or request for more information within one hour.

# Down System/Component Use Only

Given that this service option is limited to down systems or components on production systems only, brief your staff, as appropriate, explaining the use of this service in your institution. In the interest of solving your problem as quickly as possible, Ex Libris will respond to a call from any staff member identifying himself or herself as associated with your institution. If Ex Libris receives a call for a problem that is not a down system, the Ex Libris staff on call will advise that the problem be handled during regular business hours.

## Access Requirements

Full and direct access to your server is required for the 24X7 service. Ensure that a support analyst can connect directly to your system. For more information, refer to *Server Access for Ex Libris* published in the Documentation Center > Cross Product > 24X7 Support folder.

## Questions

Review the *Down System Support FAQ* in the Documentation Center > Cross Product > 24X7 Support folder.

Contact Ex Libris at [24X7questions@exlibrisgroup.com](mailto:24X7questions@exlibrisgroup.com) if you have additional questions or if there is a need to escalate an incident.

---

**Note:** This e-mail is not monitored 24X7.

---