Server Access for Ex Libris Support

August 2015

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Supported Connection Options

These are the several different levels of access that you can grant to Ex Libris so that Ex Libris can support and upgrade your server. The level of access you grant can affect Ex Libris' ability to support your server, especially during emergency situations. This list is in increasing level of restriction of access. If your site's security policies preclude any of these options, contact Ex Libris Support.

Total Global Access

Secure Shell (SSH) is available; all ports are open to the world.

Note: This option is convenient but does not meet modern security standards.

Unlimited Access Through a Firewall

SSH, file transfer protocol (FTP), and software ports are open to Ex Libris IP addresses.

Note: This option is the best compromise between security and usability.

Unlimited Access via SSH Port Forwarding

SSH is available to Ex Libris IP addresses; all other ports can be forwarded via the SSH protocol.

Access via VPN

Ex Libris is given an account and access to connect to the your site's Virtual Private Network (VPN).

Note: This option may limit some troubleshooting ability and efficiency.

Limited Access Through a Firewall

SSH, FTP, and software ports are open to Ex Libris IP addresses when specifically requested.

Note: This option may delay emergency work until your local IT can grant access.

Desktop Sharing Protocol (Windows Only)

Remote Desktop Protocol (RDP) or Virtual Network Computing (VNC) connection is available to Ex Libris IP addresses.

Note: Either RDP or VNC is required to support Windows servers. These connections can be allowed through a firewall, as above.

Duplicated System

Ex Libris has access to clone(s) of the production server(s) where changes or troubleshooting happen. The customer then moves upgrades, patches, fixes, and so forth to a secure server without assistance from Ex Libris.

Note: This option makes emergency support impossible and delays regular support.

Ex Libris IP Addresses

While many customers primarily receive support for a particular product from one office, Ex Libris may sometimes need to assign employees from another office to provide the best or most timely support. Allow access to as many of the following IP addresses as possible:

Jerusalem, Israel

```
212.179.71.70
212.179.71.34
```

Chicago, USA

```
192.80.206.206
```

Boston, USA

12.21.149.130

US Hosting Center

65.197.230.*

Australia

203.87.118.110

France

195.5.253.245

Germany

217.91.56.60
195.37.97.145
194.8.220.178

United Kingdom

88.96.11.121

Italy

77.43.110.210

Ports

Ex Libris Support primarily needs SSH access to customer servers, but opening other ports to Ex Libris IP addresses helps Support troubleshoot more effectively. Check with the Support

team for each of your Ex Libris products to confirm the specific ports used by that product. The standard ports regardless of product include:

20	FTP data (outbound)
21	FTP control (outbound)
22	SSH
80	Web / Default OPAC
1521	Oracle Listener
3389	RDP (Windows servers)
5900	VNC (Windows servers)

Voyager

Each Voyager database has a port series, such as 70xx, where each client connects on a specific port in that 1000-port range. Below is the basic default port scheme; your server may vary. Check /etc/services on your server and C:/Voyager/voyager.ini on your PC for specifics.

7000 OPAC Server

7010 Cataloging

7020 Acquisitions

7030 Circulation

7031 Standard Interface Protocol

7040 Reporter

7050 System Administration

7060 Keyword

7070 File/Abstracts

7080 Call Slip

7081 Scandoc

7085 Media Scheduling

7090 Z39.50

Other Ex Libris Software

9299 Analyzer

22009 Meridian

Passwords

In order to provide application and server support, Ex Libris needs a record of the passwords for each of the following users (if they exist on your system). If you are unable to provide these via eService or a phone call to the support line, Support is limited in its ability to troubleshoot and may be unable to make fixes.

UNIX

`root` (or equivalent, for example, sudo)
`oracle`
`exlibris`
`voyager`
`cognos`

Windows

`Administrator`
`voyager`

Clients

`SYSADMIN`

Other Operators (as needed)

Administrative Interfaces

Any appropriate accounts (as needed).