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## Frankfurt Data Center Migration (DC06) FAQ

- **Product:** Cross-Product
  - **Relevant for Installation Type:** Hosted
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- This document [Data Center Migration Recommendations](#)

### 1. What will be impacted by this move?

Frankfurt-based environments:

- Alma EU03
- Alma EU04
- Alma EU05
- Alma EU06
- Esploro EU03
- Esploro EU04
- Leganto EU03
- Leganto EU04
- Leganto EU05
- Leganto EU06
- Primo VE EU03
- Primo VE EU04
- Primo VE EU05
- Primo VE EU06
- Rapido EU03
- Rapido EU04
- Rapido EU05
- Rialto EU03
- Rialto EU04
- Sierra DC06

If you do not know what instance you are on, please go to ALMA, the Instance name (Environment) is displayed under the Help menu.

### 2. What are the exact hours of down time?

Ex Libris will migrate its Frankfurt environment to a new data center over the weekend on Saturday, Jul 12 2025 07:00 CEST – Sunday, Jul 13 07:00 CEST. Please note that a system downtime of up to 24 hours is expected during the migration.

### 3. Who do I contact if there is an issue after the move?

[FrankfurtDC-migration@clarivate.com](mailto:FrankfurtDC-migration@clarivate.com)

4. Are there any actions or configuration changes that need to be done by our institution or IT department?

There are no configuration changes needed but please refer to the [Data Center Move Recommendations](#) article. If you have specific concerns that you feel might be impacted by the migration, please open a case through the [Support Portal](#) or email [FrankfurtDC-migration@clarivate.com](mailto:FrankfurtDC-migration@clarivate.com)

5. Is there a way for Ex Libris to post a message that the system is down on the application's landing page?

Yes. During the migration, a customized page will be available for 23.5 hours out of the 24 hours outage. During the remaining 30 minutes users will see a 404 error page. Please see the [maintenance message](#).

6. Why is Ex Libris moving the data center?

To ensure the best long-term support for our Customers, we have decided to move to [Equinix MU4](#), placed in Munich, Germany. MU4, Munich data center is a strategic business hub for local and global business serving key industries that include manufacturing, healthcare and IT. We understand that this is an inconvenience; your patience and understanding is greatly appreciated.

7. Will my institution's URL stay the same?

Yes, your URLs will remain the same. The migration will not change any of your institution's URLs.

8. Will my institution's IP address stay the same?

Yes, there will be no change to any of the exiting IP addresses your institution uses. Ex Libris owns the IP address. This also means that no configuration changes or references to an IP address is needed.

9. Will this impact our authentication SAML configurations?

The migration will have no impact on your institution's current authentication configurations. All IP addresses and URLs will remain the same.

10. How long will my application be down?

Applications will be down for up to 24 hours. Our goal is to reduce the downtime as much as possible. For planning purposes please use "up to 24 hours" of downtime.

11. Will I receive updates during the 24 hour down time?

Yes, updates will be provided through the status page by our Network Operations Center throughout the migration, <https://status.exlibrisgroup.com/>. For more information on the status page or how to register to receive updates visit [Support Portal User Guide - Ex Libris Knowledge Center](#)

12. Will our data be backed up?

Yes, there will be a full on-line backup stored at one of our other data centers prior to the migration.

13. Will this impact other application integrations, with APIs, third party configurations?

The migration will not have any impact on any APIs or third party configurations, once the migration is complete your environment will perform as it did on the previous data center.

14. Where will the new data center be located and who will the new provider be?

The new Ex Libris data center location is Munich, Germany, provided by Equinix MU4.

15. What will happen to API services while Alma is down? Will the user be redirected to a maintenance landing page, receive a 404 error or will the system just do nothing?

There will be no API response. We can't redirect the user if the API is down because we don't own the system which is calling the API, the calling server may return an error to the user.

16. What will be impact on Summon over Alma customers?

Summon will be available for searching, but all functionality related to Alma won't be available.

17. What will happen to scheduled Alma jobs?

Just like any other maintenance periods, jobs that are running will be paused and resume when the system is brought back on-line. Jobs that are scheduled during the downtime will be queued when the system is brought back up. We don't anticipate any issues running the backlog of jobs. The queues will be monitored.

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