

---

## Known Issues FAQ

The **Known Issues Portal** is a centralized, modern solution that gives you real-time visibility into high-impact product and content issues.

The following are **Frequently Asked Questions** about this Portal.

**Q: What is the Known Issues Portal?**

A: The Known Issues Portal is a centralized, searchable Portal where you can find information about Ex Libris products and Content known issues. The Portal is fully integrated with our existing support workflows, ensuring that any issue is seamlessly tracked and addressed through our internal processes. This enables timely updates and clear communication.

**Q: Why was this Portal introduced?**

A: The Portal was developed in close collaboration with our community, based directly on your feedback and needs. It aims to improve transparency and provide a self-service option for customers to check the status of known issues, reducing the need to contact support for updates.

**Q: What is the scope of the Portal?**

A: The Portal focuses on issues that require a software fix or depend on long-term resolution by Content Providers. These issues are often complex and time-consuming to resolve, and increased visibility is critical for effective planning and support.

**Product:** The issues published on the Portal are those that have been reviewed by our development teams, confirmed as likely to require a code fix, and may impact a broad range of customers. The Portal currently includes issues for **Alma, Primo VE, Rapido, and Leganto**.

The Portal's scope has been expanded based on your feedback and will continue to evolve to include additional products over time.

**Content:** Include issues that meet **one or more** of the following criteria:

- The provider has committed to a resolution expected to take more than three months.
- The provider can resolve the issue but has not provided a timeline.
- The provider is currently unable to resolve the issue.
- Issues with meaningful customer impact that are communicated as soon as they are identified, even if a provider update is not yet available.
- Platform migration: Providers planning content migration will have related information listed, including expected impact and timelines given by the provider

**Q: What is the process for creating a new Known Issue?**

A: **Product:** A known issue is created when a reported support case is determined to originate from a confirmed product defect. Once validated as non-customer-specific, the issue is documented and published on the Portal.

**Content:** A content-related known issue may be created reactively, after support cases, or proactively, based on internal monitoring or provider communication. Once the issue is pending, and the provider meets defined criteria (e.g., delayed resolution, no timeline, or unresolvable), it is documented and added to the Portal.

**Q: Can I suggest an issue to be added to the Portal?**

A: While customers cannot submit issues directly to the Portal, all support cases are reviewed. If your reported issue meets the criteria, it will be documented accordingly.

**Q: Will Product Known Issues include regressions?**

A: No. Only issues pending a future fix date are published. Regression fixes are typically addressed immediately and will not appear on the Portal.

**Q: How often is the information on the Known Issues Portal updated?**

A: **Product:** Any progress or change in the handling of an issue by our technical teams is immediately reflected in the Portal via the fields Status, Planned Release and, when relevant, Additional Information.

**Content:** Updates occur regularly as new provider information becomes available or as issue statuses change. Each listing includes a 'Next Expected Update' field when applicable.

**Q: Is the information on the Known Issues Portal consistent with what I would receive from the Support team?**

A: Yes. The Portal provides the most current and accurate information available.

**Q: Is there a way to know if a specific Known Issue is related to my case?**

A: If your case is linked to a Known Issue, this will be mentioned by the support team in your case communication. The Known Issues Portal does not display case-specific information. Due to privacy regulations, we cannot share details of individual cases on the portal. This means you won't be able to search or track a specific case number or view its details through the Known Issues Portal.

**Q: If there's a known issue and I believe I'm affected, what should I do?**

A: Click the "Report" button on the issue page to indicate that you are affected. This will also raise the counter and help reflect the number of affected customers. You will receive updates as the issue progresses.

**Q: I'm experiencing a similar issue, but it's not exactly the same as the one listed on the Known Issues Portal. What should I do?**

A: Please submit a [support case](#) with the known issue ID. Include a description of your specific issue—our team will review and determine whether it is related to the known issue or is a separate issue.

**Q: I would like to provide additional information about an existing Known Issue. How can I do this?**

A: Please open a [support case](#) referencing the known issue ID. Our team will review the information and respond accordingly.

**Q: Will I be notified when an issue I've reported in the platform is resolved?**

A: Yes. You will receive updates on the issue, including notification upon resolution.

**Q: Does this replace communication from the support team?**

A: No. The Portal complements our support services. You can still contact support (by opening a [support case](#)) for assistance or clarification.

**Q: If I open a support case and Support identifies it as a known issue, will they inform me in the ticket?**

A: Yes. Support will inform you and refer you to the relevant issue. You can then follow it directly through the Portal.

**Q: Do I need to log in to access the Known Issues?**

A: No, the portal is publicly accessible and does not require login to view known issues. However, if you'd like to report that you're experiencing a known issue, you'll need to log in using your regular Support Center credentials.

**Q: What are the different Known Issue statuses, and what do they mean?**

A: These are the Known Issue statuses, together with a brief explanation:

- **Planned** - The issue has been confirmed and is recognized as valid. It is planned to be fixed, but has not yet been scheduled for resolution

- **Scheduled** - A fix has been planned for a future release; the timeline is defined, but the fix hasn't been implemented yet.
- **Fixed** - The issue has been resolved, and the fix is deployed.
- **No Further Action** - After evaluation, it was decided not to pursue the issue. This is typically due to a low level of customer impact, competing priorities, or technological/Provider limitations.
- **Pending Provider** - (Content Only) The issue has been escalated with the provider. Ex Libris is awaiting its input, investigation, or fix.

**Q: Can I filter issues?**

A: Yes. Filter options are available to help refine search results. You can also check the "My Known Issues" box to filter to the issues you reported on.

**Q: What does the "Reports" column represent? If an issue is published, does this mean that at least one customer reported it?**

A: The "Reports" column shows how many customers have reported the issue through the Known Issues Portal. While every published issue was initially reported via a support case, these original case reports are not included in the count shown in the portal.

**Q: What does "Last Updated" refer to in the Product Known Issue?**

A: The "Last Updated" date indicates the most recent time any information in the Known Issue was modified — for example, a change in status, workaround, resolution details, or any other update made to the issue.

**Q: Is the Issue ID the same as the Salesforce case number?**

A: No, the Issue ID is a unique identifier assigned to the Known Issue when it is published. It is different from the original Salesforce case number used to report the issue.

**Q: How can I find issues related to a specific provider in the Content tab?**

A: Use keyword search by provider name. Only providers with known issues will appear in the results.

**Q: How can I provide feedback on the functionality of the Known Issues Portal?**

A: You can provide feedback by submitting it through our Support Center Portal or using the [feedback option](#) available within the Known Issues Portal interface.

Please submit any feedback about the Portal to [Known.Issues.Feedback@clarivate.com](mailto:Known.Issues.Feedback@clarivate.com).

Note that this email is intended for Portal-related feedback only. For questions about specific known issues, please submit a support case.

Total views: