
How to notify Ex Libris of server password change

- **Article Type:** Q&A
 - **Product:** Aleph
 - **Product Version:** 18.01
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Question

When a server password is changed, what is the best way to notify Ex Libris?

Answer

Customers can notify Ex Libris in one of two ways:

- 1) Open a Case with the appropriate product support team. The assigned analyst will update Ex Libris records with the information provided.
 - 2) Call the Support Line at 877-445-5693 (North America) and provide the information to an analyst over the phone.
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