
Planned Activity and Planned Maintenance Cancellation Request Procedure

- **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Question

How can planned activity and planned maintenance be canceled, after agreed on with Ex Libris via a support case?

We want to make sure that the relevant installation engineer is updated about the cancellation on time. Such activities may include SP installations on local and single-tenant environments, version upgrades or other maintenance activities.

Answer

To cancel a planned activity **within 72 hours of the scheduled time**:

1. Add a comment in the case.
2. Send an email to:
 - a. The appropriate Escalation email (The escalation procedures are published in the Salesforce login page, and can be found at this article: [What is Ex Libris Escalation Policy?](#)).
 - b. The Ex Libris 24x7 hub: 24x7hub@exlibrisgroup.com.

The email title should be: *"Request to cancel planned activity"*

The email should include the original case number for which the planned activity was set.

The 24x7 Hub will make sure the activity is canceled.

To cancel a planned activity **more than 72 hours in advance**:

1. Add a comment in the case.
2. Send an email to the appropriate Escalation email (The escalation procedures are published in the Salesforce login page, and can be found at this article: [What is Ex Libris Escalation Policy?](#)).

The email title should be: *"Request to cancel planned activity"*

The email should include the original case number for which the planned activity was set.

Support will work with the Cloud Team to cancel the activity.

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