

Aleph hosted customer is getting requests from IP address 10.16.12.62

- **Product:** Aleph
 - **Product Version:** 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Total Care
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Question

We are a hosted customer at Ex Libris and are getting odd requests from this IP 10.16.12.62 on both our staging and live servers on to (at least) our OPAC and SIP2 services.

Where do those requests come from?

Answer

The Ex Libris Cloud Production Team informs, that IP address 10.16.12.62 belongs to the Ex Libris monitoring system sending test requests regularly to ensure that the Aleph server is responsive and causing alerts at the 24*7 HUB team, in case the system is not answering.

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