

Summon and 360 Link: System Status Page

- **Product:** Summon

Where can I find current Summon and 360 Link information such as scheduled maintenance, system availability and known performance issues?

The [System Status Page](#) provides information about scheduled maintenance, system availability, known performance issues, service interruptions and more.

No login is needed to use this site. We encourage you to use it in the following ways:

- Review the dates, details and status of scheduled maintenance activities
- Identify if a service interruption is reported, being addressed or resolved by our engineering team

To filter the page view to Summon or 360 Link only, use the **System** drop-down menu to select the product (see screenshot below). You do not need to select a **Region**.


- If you want the page to display only Summon or 360 Link information every time you view the page, select the **checkbox** to the left of *Summon CR01* or *360 Link CR01* and then click the **Remember My Instances** button.

Instances	Email Alerts	Current Status	Jun-01	May-31	May-30	May-29	May-28	Scheduled Maintenance
<input type="checkbox"/> Alma NA01		✓	✓	✓	✓	✓	✓	2016-Jun-05
<input type="checkbox"/> Alma NA02		✓	✓	✓	✓	✓	✓	2016-Jun-05
<input type="checkbox"/> Alma NA03		✓	✓	✓	✓	✓	✓	2016-Jun-05
<input type="checkbox"/> Alma EU00		✓	✓	✓	✓	✓	✓	2016-Jun-04
<input type="checkbox"/> Alma EU01		✓	✓	✓	✓	✓	✓	2016-Jun-04
<input type="checkbox"/> Alma EU02		✓	✓	✓	✓	✓	✓	2016-Jun-04
<input type="checkbox"/> Alma AP01		✓	✓	✓	✓	✓	✓	2016-Jun-04
<input type="checkbox"/> PC CR01		✓	✓	✓	✓	✓	✓	
<input checked="" type="checkbox"/> Summon CR01		✓	✓	✓	✓	✓	✓	
<input type="checkbox"/> Primo NA00		✓	✓	✓	✓	✓	✓	2016-May-29
<input type="checkbox"/> Primo NA01		✓	✓	✓	✓	✓	✓	2016-Jun-19
<input type="checkbox"/> Primo NA04		✓	✓	✓	✓	✓	✓	2016-Jun-05

The remaining columns on the page include:

- Email Alerts
 - Click on the envelope icon if you want to receive email notifications for status updates. Enter your email address and institution name and then click **Subscribe**. A subscription activation email with the subject *Activate your*

subscription for Summon or 360 Link will immediately be sent to you. Activation will occur once you click on the activation link in the email.

- Current Status and the previous five days
 - Performance indicators include a **green** check mark () to indicate the product is operating normally. **Yellow** (yellow) indicates that the service is available but users may experience performance issues, and **Red** indicates that the service is unavailable or disrupted. **Blue** indicates that planned maintenance is taking place.
- Scheduled Maintenance
 - Hover over the date to view information such as start and end times for upcoming maintenance.

If you find you are experiencing an issue that is not reflected on the System Status page, contact the **Ex Libris 24x7 Hub** at 24x7Hub@exlibrisgroup.com or use the **Contact Us** menu above this article.

Other information about the status of Summon and 360 Link:

- [Central Discovery Index Update](#): Provides details on when the index was last updated to reflect which content your library has access to.
- Release Notes: Details about what will be included in an upcoming release and what was included in previous releases.
 - [Summon](#)
 - [360 Link](#)

If you ever have a need to escalate an issue you have previously submitted to our Support Team, sending an email to SummonSupportEscalation@exlibrisgroup.com will go direct to customer support management.

-
- **Date Created:** 1-Jun-2016
 - **Last Edited Date:** 19-Dec-2016
 - **Old Article Number:** 13898