

## Pivotal eService no longer accessible?

- **Product:** Aleph
  - **Product Version:** 21, 22, 23
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### Question

I would like to search information for Aleph in the Pivotal eService, but am no longer able to access it. How can I get access again?

### Answer

The Pivotal eEervice was set to 'read-only' about 4 years ago when the new CRM system Salesforce was introduced. Therefore it is no longer possible to update any permissions/users/passwords there. In case you do no longer have access, we offer you to contact us via a case, so that we search for you in our internal interface and provide you with the information.

### Additional Information

Since the hardware of Pivotal is very old we plan to switch off this service altogether soon. We also understand that it might still contain valuable information for some of our customers and therefore we are currently investigating, how the contents can be made available after the system is taken off service.

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- **Article last edited:** 12-October-2017