

What is Case Status, and What Does It Mean?

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

Question

In Support Cases I see a Status field. What are the different Statuses, and what do they mean?

Answer

Support Cases go through many phases (investigation, diagnosis, defect identification, defect verification, development, etc.), are handled by multiple teams (Support, Development, Product Management, etc.), and include communications between Ex Libris and the customer (as well as internal Ex Libris communications).

The Status field allows us to give customers (and staff) a quick indication of where the Case stands at any particular moment.

The table describes all of the Case Statuses, and what each Status means.

Status	What does it mean?
New	A New Case.
Under Review	Your case has undergone an initial assessment and is now in the queue for further handling
In Progress	Our Support teams are investigating the case. If it's a customer question, they are working to provide an answer. If it is a problem report, they are working on providing a diagnosis (for example: determine if the problem is a local configuration problem, a known issue, a product defect, or an enhancement request).
In Progress - Tier 1 In Progress - Tier 2	Our Tier 1 or Tier 2 Support teams are investigating the case.

Status	What does it mean?
Pending Customer Input	Support has requested that the customer provide additional information to help us investigate the Case. Further work on the Case is pending a response from the customer. After one week in this Status a reminder email is sent to the Customer. After 28 days, the Case will be Closed.
Update Received	When customers respond to a request for additional information, this Status notifies Support that you are waiting for us to process the new information and continue our investigation.
Pending Development	Tier 2 has reviewed the Case and transferred it to the Development Team for one of the following reasons: - Tier 2 is requesting assistance from Development in diagnosing a problem or validating a defect report; - Tier 2 has validated a product defect, and is sending it to Development to create a fix.
Pending Release	When a defect fix has been embedded into the code of a future release, the Ex Libris Support Analyst that owns your Case will change the status to Pending Release.
Pending Customer Testing	The defect fix has been released in an active version, or Support suggested a solution to the issue reported. If you are not yet ready to have the Case close, you can set the status to Pending Customer Testing. This Status indicates that the customer is applying the fix and/or reviewing it to confirm the problem has been fixed. Cases in Pending Customer Testing status will automatically close after 3 months.
Pending Content Operations	The Case was transferred to the Content Operations team for one of the following reasons: - Configuration or maintenance of ingestion automation - New content ingestion - Content alignment and clean-up projects, big scale collections updates - Cataloging activities, authorities updates and MARC records enrichment
Pending Third Party Provider	The Content Team is working on a Case that is waiting on necessary information or intervention by a third-party provider.
Awaiting Customer Confirmation	Support has provided a response to the Case that we believe answers your questions, or addresses a problem that you reported. If you feel that the response provided by Support does not address your problem or question, please add a Comment to the Case to indicate what further inquiry is needed. Cases in this status will automatically switch to Closed after 14 days.
Reopened	If a customer adds a comment to a Case that was in Awaiting Customer Confirmation, this status notifies support to continue the investigation.

Status	What does it mean?
Closed	Your Case has been closed. If you are still experiencing the problem described in the Case or it has reoccurred, please use the "Clone Case" button to report any required work.

Additional Information

Full guide for the Support Center - [Support Center User Guide - English](#)

For emergency support: [24X7 Hub System Down Support FAQ](#)

-
- **Article last edited:** 14-Sep-2022