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## Data Center Migration Frequently Asked Questions

This list of Frequently Asked Questions (FAQs) provides information about the upcoming data center move for the 360 Services, Intota, and the Ulrich's applications.

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### General Questions

#### 1. What is a data center migration?

A data center migration is the process of deploying and transferring an existing data center environment to another data center operating environment. It is a comprehensive process that systematically plans for migrating the existing data center to a new facility or site. (<https://www.techopedia.com/definition/29864/data-center-migration>)

#### 2. Why are you moving to a new data center?

Because the 360 Services, Intota, and Ulrich's applications were developed prior to the Ex Libris acquisition, they are currently located in a separate data center from other North American-based Ex Libris applications.

We want to align 360 Services, Intota, and Ulrich's cloud management activities with the other Ex Libris applications and leverage the security, scalability, and support of the Ex Libris Cloud. The 360 Services, Intota, and the Ulrich's applications will take advantage of new hardware and integrated 24x7 monitoring. The Summon service has already moved to the Ex Libris Cloud.

#### 3. Where is the new data center located?

Seattle, Washington

#### 4. What products are affected?

- 360 Core/Client Center
  - Administration Consoles (360 Link, E-Journal Portal, Summon, Ulrichsweb)
  - E-Journal Portal
  - Data on Demand
- 360 Resource Manager
- 360 Link
- 360 MARC Updates
- 360 Search
- 360 Consortium Edition
- 360 Counter
- Intota

- Ulrichsweb
  - Ulrichsweb API
  - Ulrich's Serials Analysis System
- Ulrich's XML Data Service

## 5. **When is the migration happening?**

The migration of our Research & Development environments has been ongoing since August 2018. We will make a final cutover—and run the 360 Services, Intota, and Ulrich's applications from the new data center—starting on Friday, February 8, 2019.

## 6. **Will there be downtime during the migration?**

Yes. Beginning at 5 pm (PST) on Friday, February 8, 2019, both the staff- and public-facing applications will be unavailable for up to 24 hours. We will strive to reduce that downtime as much as possible, but because of the complexity of the work we may need a full 24 hours. The following applications will be affected:

- 360 Core/Client Center
  - Administration Consoles (360 Link, E-Journal Portal, Summon, Ulrichsweb)
  - E-Journal Portal
  - Data on Demand
- 360 Resource Manager
- 360 Link
- 360 MARC Updates
- 360 Search
- 360 Consortium Edition
- 360 Counter
- Intota
- Ulrichsweb
  - Ulrichsweb API
  - Ulrich's Serials Analysis System
- Ulrich's XML Data Service

The following features will be unavailable:

- OpenURL linking resolution from Summon. IEDL linking will available.

Please subscribe to the status page to receive updates: <http://status.exlibrisgroup.com/>.

## 7. **What message will users see if they try to use these applications?**

All applications will display the following message to public and staff users:

### Service Temporarily Unavailable Due to Scheduled Maintenance

We're sorry, but this service is temporarily unavailable while we perform scheduled maintenance. Please check back shortly.

*Do not contact your network administrator: they are aware maintenance is being performed.*

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## How To Prepare for the Data Center Migration

### 1. Will there be new URLs for our products?

No. Migrating the applications to the new data center does not require new access URLs, and you will continue to access your 360 Services, Intota, and the Ulrich's applications at the same URLs you access today. For example:

- <http://clientcenter.serialssolutions.com>
- <https://intotaa.proquest.com>
- <http://ulrichsweb.serialssolutions.com/>

### 2. We access the products by their public IP addresses, not their URL/domain names. Will we be able to use the same application IP ranges for product access after the migration?

No, the applications' public IP addresses are changing. All 360, Intota and Ulrich's applications will have new public IPs within 216.147.213.0 - 216.147.213.31 [CIDR notation 216.147.213.0/27]. If you are referring to any applications by IP address rather than URL/domain name, consider adopting URL/domain name instead. The application URL/domain names are not changing.

For 360 Search users only, please refer to [this answer](#) for details of how your federated search configuration may be affected.

### 3. Do we need to worry about making configuration changes to our proxy server?

The domain names and URLs for the 360 Services, Intota, and Ulrich's applications will remain the same, and you can continue to point your proxy server to those URLs. The data center migration does not require you to make configuration changes to the proxy stanzas for the 360 Services, Intota or the Ulrich's applications. Note that if you have developed your own custom proxy server that is unique to your secure institutional network, we suggest you confirm your proxy server's requirements with your institutional network specialists prior to the migration.

### 4. If I experience any issues after the migration is complete, whom should I contact?

After the data center migration, the Ex Libris Support team will continue to be your contact for all product support questions and guidance. You can contact the team by selecting [More Sites > Ex Libris Support Portal](#) at the top of the page.

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## Product-Specific Questions

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## Ulrichsweb/Ulrichsweb API/Ulrich's Serials Analysis System

### 1. Will our Ulrichsweb linking options need to be re-enabled after the migration?

No. The linking options you have enabled through the Ulrichsweb Administration Console will still be in place after the data center migration and will continue to work as they did before the migration.

### 2. What will happen to our Lists and My Ulrich's Accounts during the migration?

Lists and My Account profiles and preferences your users have created in Ulrichsweb will be moved to the new data center location along with the Ulrich's content, and will be available to you after the migration.

### 3. How does the migration affect our use of the Ulrichsweb API?

The Ulrichsweb API requires an active connection to the Ulrichsweb application to respond to queries and return data. As a result, during the cutover period in which the Ulrichsweb application is unavailable, the Ulrichsweb API will be unavailable and any local applications you have written that request data from the API will not receive data from the API. If you also subscribe to 360 Services in which Ulrichsweb API data is used (such as 360 Link 2.0), display of Ulrichsweb data in those services will be temporarily unavailable until the end of the cutover period.

### 4. What will happen to our uploaded ISSN files in Ulrich's Serials Analysis System during the migration?

ISSN lists you have uploaded in Ulrich's Serials Analysis System will be moved to the new data center location along with the other content in Ulrich's Serials Analysis System and will be available to you after the migration.

### 5. What is the migration's impact on the weekly refresh of the Ulrich's XML Data Service?

The weekly refresh of the raw data in the Ulrich's XML Data Service will take place as planned, following the migration. You will access the Service at the same URL you use today, and the data you will be able to retrieve will be the latest version of the Ulrich's data. Your access credentials to the Service will not change and you can continue to use them after the migration.

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## 360 Client Center & Intota

### 1. Can Data on Demand and Management Reports be generated during the data center migration?

Prior to the downtime and after the downtime these reporting capabilities will be available.

### 2. Will there be a delay in the daily cache refresh?

We do not anticipate any delay in the cache refresh, so changes made prior to the new data center installation should be reflected on Saturday after the installation is completed.

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## 360 MARC Updates

### 1. Will there be any delays in receiving my monthly MARC files?

MARC reports are usually run and delivered between the 6th day and 15th day of the month. For all customers, the February 2019 MARC reports will be run and delivered after February 8, which is the migration cutover date. As a result, any required changes to your February 2019 MARC run (for example, adding or removing databases) should be made to your profile no later than February 6 to be included in that month's MARC reports. Note that any changes you make in the Client Center take effect the following day. More information about the regular 360 MARC Updates delivery schedule is [here](#).

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## 360 Counter/Intota Assessment

The Intota Assessment application will not experience any downtime during the data center migration. Intota Assessment may be directly accessed at <http://intota.proquest.com>.

1. **Will overnight SUSHI harvesting occur during the cutover?**

No. We do not want to harvest any data via SUSHI until the applications are fully migrated to the new data center. We will communicate a cutoff date when we stop harvesting reports in the old data center.

2. **Will the weekly delivery of consolidated reports to Intota Assessment be impacted?**

We do not anticipate any delay in the delivery of the consolidated reports.

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## Summon

1. **Will there be downtime for Summon?**

The Summon discovery service will continue to be available during the downtime. However, OpenURL linking from Summon results will *not* work because 360 Link will be unavailable. Index-Enhanced Direct Linking will be unaffected.

2. **What message will users see if they select an OpenURL Link?**

Users will see the following message:

**Service Temporarily Unavailable Due to Scheduled Maintenance**

We're sorry, but this service is temporarily unavailable while we perform scheduled maintenance. Please check back shortly.

*Do not contact your network administrator; they are aware maintenance is being performed.*

3. **Will the rights feed to Summon be delayed?**

We do not anticipate that the scheduled Summon rights feed will be affected, but personnel will be on hand to manage any delays, and we will communicate any delays to the lists.

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## 360 Search

1. **Will I need to alert any providers about the public IP changes?**

Yes. If a provider requires IP authentication to provide results to queries originating from 360 Search, you must provide them with the following range of IPs, which can originate queries once the data center installation is complete: 216.147.212.224 - 216.147.212.231.