

Overview

This document presents the RESTful API for Ex Libris system status. It is intended for developers who want to integrate Ex Libris system status information into their own applications.

The new Ex Libris status page is built on Servicenow platform and allows GET requests to retrieve status for your services. The table outage (cmdb_ci_outage) represents the statuses of all services. You can refer to [this](#) document for further details and tips.

method

Only GET method is allowed

GET /now/table/outage

Path

https://exlprod.service-now.com/api/now/table/cmdb_ci_outage

Credentials

Will be provided by Ex Libris per request, please email Exlibris_Status@exlibrisgroup.com to request access.

Request Limit Rate

GET requests to this table are shared by multiple Ex Libris customers.

Currently, each customer is limited to 12 GET requests per hour (one request every 5 minutes on average).

Fields:

- **cmdb_ci.u_external_name** : the name of the instance as presented in the status page (example Alma NA01)
- **short_description** : title of the outage, which combines the external name, type and estimated start and estimated end (if planned) or actual start and actual end (if any other outage type) – example “**Alma EU01 Planned Outage 2021-03-15 09:00:00 - 2021-03-17 10:00:00 UTC**”
- **cmdb_ci** : the internal name used for API. In most cases, the name will be [external name] – Production (example Alma NA01 – Production). If you are not able to query your name, email Exlibris_Status@exlibrisgroup.com to provide you with the internal names
- **begin**: start of an outage (UTC) YYYY-MM-DD HH:MM: SS
- **end**: end time of the outage (UTC) YYYY-MM-DD HH:MM: SS
- **u_planned_start**: estimated start of a planned outage
- **u_planned_end** estimated end of a planned outage
- **details**: this field is relevant for planned outages and displays the expected start and end times as well as the maintenance description

- **u_investigating**: initial update relevant for performance issues and service disruption
- **u_identified**: identified update relevant for performance issues and service
- **u_in_progress**: status update relevant for performance issues and service
- **u_fixed**: resolution update relevant for performance issues and service
- **type**
 - **Outage**: Service disruption
 - **Planned outage**: planned maintenance
 - **Degradation**: performance issues

Example use cases

Future planned outage for your service (substitute Alma NA03 with your chosen service)

Query for outages that begin and end as empty (meaning they can only be future planned outages)

- if the type is **planned** and **begin** is empty – it is a planned maintenance that has not started – use the **u_planned_start** and **u_planned_end** to get the dates in UTC
- if the type is **planned** and **begin** is not empty – it is maintenance that is currently ongoing
- if the type is **degradation** and **begin** is not empty it is an ongoing performance issue
- if the type is **outage** and **begin** is not empty it is an ongoing service disruption

GET command:

https://exlprod.service-now.com/api/now/table/cmdb_ci_outage?sysparm_fields=cmdb_ci.u_external_name%2Cbegin%2Cend%2Cdetails%2Cu_investigating%2Cu_identified%2Cu_in_progress%2Cu_fixed%2Ctype%2cu_planned_start%2cu_planned_end&sysparm_query=cmdb_ciLIKEAlma NA03^end=NULL

Results (JSON)

```
{
  "result": [
    {
      "u_identified": "",
      "u_investigating": "",
      "cmdb_ci.u_external_name": "Alma NA03",
      "u_planned_start": "2021-05-27 09:18:53",
      "u_in_progress": "",
      "end": "",
      "details": "<p>Dear Ex Libris Customer,<br /><br />As part of our ongoing activity towards improving your environment, we will be performing the following maintenance on your <strong>Production</strong> environment.<br /><br /><strong>Estimated Start: </strong>Tuesday, 2021-May-27 09:18 UTC<br /><strong>Estimated End: </strong>Tuesday, 2021-May-27 09:48 UTC<br /><strong>Description: </strong>Primo Release<br /><strong>Maintenance Impact: </strong>We will be performing the [variable.month] release on your Production environment. Access to your environment may be temporarily unavailable during this time. <br /><br />Please do not hesitate to contact us for any issues or questions.<br /><br />Regards,<br />Ex Libris Cloud Services</p>"
    }
  ]
}
```

```

    "u_planned_end": "2021-05-27 09:48:53",
    "type": "planned",
    "begin": "",
    "u_fixed": ""
  }
]
}

```

Ongoing outages for your service (substitute Alma NA03 with your chosen service)

Query for outages with end empty

- No results mean your service is operating normally and no future planned maintenance is published
- Results including only type planned with begin not empty mean there is currently an on-going planned maintenance
-

https://exlprod.service-now.com/api/now/table/cmdb_ci_outage?sysparm_fields=cmdb_ci.u_external_name%2Cbegin%2Cend%2Cdetails%2Cu_investigating%2Cu_identified%2Cu_in_progress%2Cu_fixed%2Ctype&sysparm_query=cmdb_ciLIKEAlma NA03^begin!=NULL^endISEMPTY

```

{
  "result": [
    {
      "u_identified": "<p>Our engineer have identified the issue affecting your instance and expect to resolve it shortly. Thank you for your continued patience.</p>\r\n<div><br /></div>\r\n<div style=\"display: inline;\"><br /></div>",
      "u_investigating": "<p>Our engineers are currently investigating this service interruption.</p>\r\n<p>We are doing everything we can in order to restore the service as soon as possible.</p>\r\n<p>We will provide timely updates here.</p>\r\n<div><br /></div>\r\n<div style=\"display: inline;\"><br /></div>\r\n<div><br /></div>\r\n<div style=\"display: inline;\"><br /></div>",
      "cmdb_ci.u_external_name": "Alma NA03",
      "u_in_progress": "<p>Our engineers are continuing to work on resolving the issue. Thank you for your continued patience.</p>\r\n<div><br /></div>\r\n<div style=\"display: inline;\"><br /></div>",
      "end": "",
      "details": ""
    }
  ]
}

```

```
"type": "outage",
```

```
"begin": "2021-04-24 21:21:26",
```

```
"u_fixed": ""
```

```
}
```

```
]
```

```
}
```