

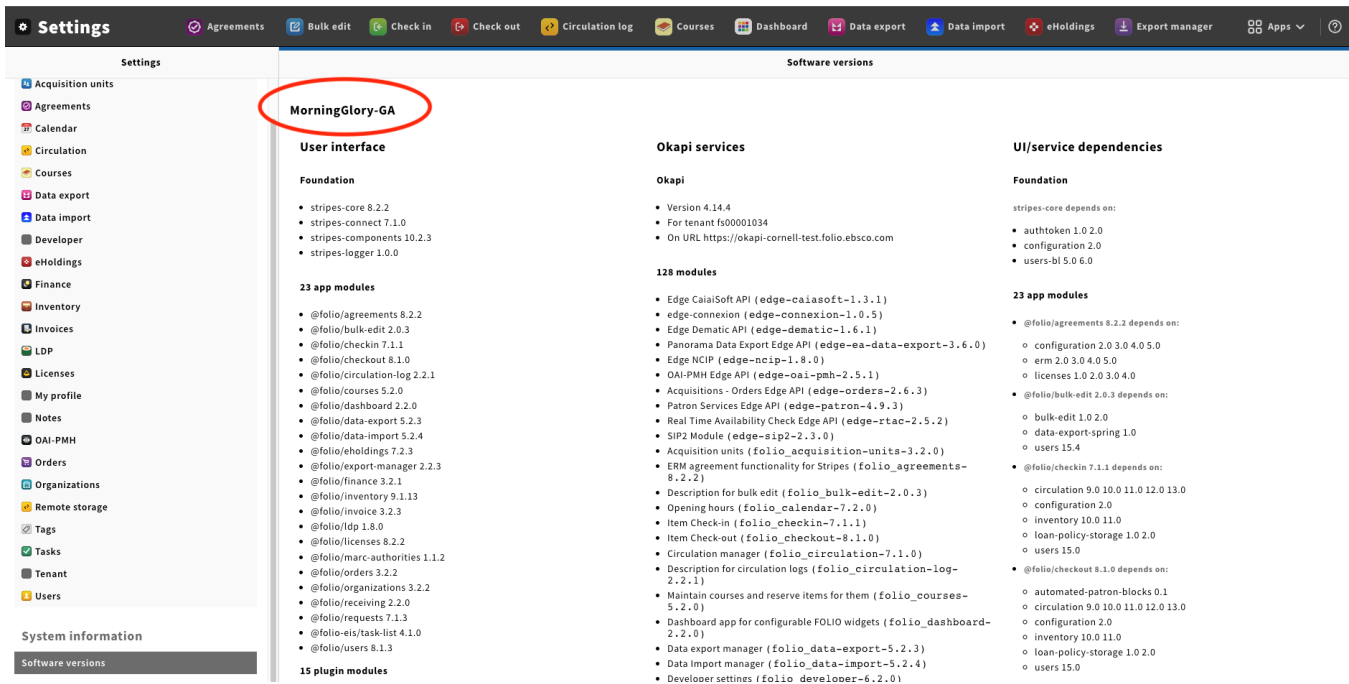
Contact EBSCO Hosting

Upgrades and Patches

- The FOLIO Open-Source Community has committed to 3 upgrades a year. Each upgrade can have associated patch fixes with it.
- Release notes and notes for patch fixes are posted on the FOLIO Community Wiki in this section - <https://wiki.folio.org/display/REL/Released+to+public>.
- System documentation is updated by the community. It can be found on <https://docs.folio.org/>. The system documentation can also be accessed from the question mark in the upper right-hand corner of your FOLIO tenant screen.



- To determine the version of FOLIO your tenant is on, navigate to **Settings-> Software versions**. The release version is at the top of the page.



Data Refreshes

- Test environments are updated with data from the corresponding production environments **only upon request**, up to three times per calendar year, preferably before/after a major release upgrade.

Upgrades

- Hosting takes the community release of FOLIO and develops a deployment schedule.
 - The deployment schedule will be emailed 2 weeks in advance.
 - For any questions or objections to the proposed schedule, log an EBSCOConnect support case *within 1 week of the receipt of email*.
- A dry-run environment with a copy of the production data will be delivered via a no-reply email as part of each major release upgrade.
 - Please note that in dry-run environments, email is not active, but HLM links are live.
- FOLIO clients have up to one week to test the release on the dry-run environment and log issues they find via EBSCOConnect.
 - FOLIO clients are responsible for learning and testing the new features and raising any issues that may be found via EBSCOConnect.
- Production upgrades will happen as scheduled unless there are blockers reported by the library in the testing of their dry-run environment.
 - The previous release version of your tenant and the dry-run environment will be brought down after the production upgrade happens successfully.
- Any issues encountered after the upgrade must be reported using EBSCOConnect.

Patch Fixes

- A notice to deploy a patch fix will be sent at least 2 days in advance of the event.
- Patch fixes will be deployed during the scheduled maintenance windows per plan.

Region	Hours – GMT/UTC
USA & Latin America	4AM – 6AM ET
Europe & Africa	1AM – 2:30AM GMT/UTC
Canada	8:30AM – 10AM GMT/UTC
Japan, Korea & Taiwan	6PM – 8PM GMT/UTC
Australia & New Zealand	4PM – 6PM GMT/UTC
Brazil	7AM – 9AM GMT/UTC

Support Requests (for CUL FOLIO Admins Only):

Standard Issues

EBSCOConnect

- Log in to EBSCOConnect.
- Create a Case.
- Enter the subdomain of the FOLIO URL in the Subject Line. Example – <https://library.folio.ebsco.com> - the word “library” in this URL is the subdomain.
- Enter Upgrade Schedule Issue, Dry-Run issue, or Contact for Upgrade Communication Change in the Subject Line.
 - Sample Subject Lines:
 - Library: Upgrade Schedule Issue
 - Library: Dry-Run Issue
 - Library: Contact for Upgrade Communication Change
- **Click the check box that indicates a FOLIO issue.**
- Enter further information in the body of the message.
 - Schedule Issues and Contact Changes
 - Please indicate the changes you would like to have - we will **try** to accommodate.
 - Dry-Run Issue
 - Please log separate cases for each issue and include:
 - Date/time when the problem started (with time zone)
 - What you expect to happen
 - What actually happens
 - Steps to replicate the problem
 - Screenshots/ videos etc..
 - UUIDs of affected records

Critical Issues

EBSCO defines a Critical Issue as a full or partial outage of the service such that a customer is unable to use the service as contracted. Critical Issues are very rare.

For Critical Issues, EBSCO strongly recommends that the customer call 800-758-5995 (U.S. and Canada) or (Country Code)-800-3272-6000 (International) for immediate assistance. Critical Issues can also be submitted through the web (EBSCO Connect). Whether notified of the issue via internal monitoring systems or by customer inquiry, EBSCO will work to restore service as quickly as possible. In the unlikely event of a persistent outage lasting longer than two hours, EBSCO will initiate an email communication to customers alerting them that service is down and will post an alert to the EBSCO Support Site notifying customers of any currently available information.