OCLC Amlib

Library Management System

Amlib VDX ILL Email: Upgrade Installation Guide

Version 5.3.4

Last Updated: 24 February 2014

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WELCOME

Welcome to the *Amlib VDX ILL Email 5.3.4* Upgrade Installation Guide.

This is a patch release containing updates to the *Amlib VDX ILL Email* application and service. The complete installation time is estimated at less than one (1) hour to complete.

Please Note: This document has been prepared for all libraries that currently have Amlib VDX ILL Email Version 5.3 installed.

UNINSTALL PREVIOUS VERSION

Copy the Existing AmlibConfig.xml File

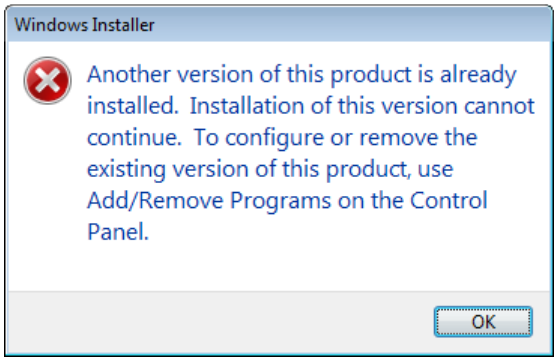
To avoid unnecessarily having to reconfigure the *Amlib VDX ILL Email* application/service when the updated version is installed, the existing **AmlibConfig.xml** file can be copied to another location, prior to the old application/service being uninstalled.

1. Go to **Start** > **Programs** (XP) /**All Programs** (Vista/7)> **Amlib VDXILLEmail**
2. Right-click on **Configuration Manager** and choose **Properties** – the Configuration Manager Properties screen will display
3. Click the **Find Target** button (XP) / **Open File Location** button (Vista/7)
4. Locate the **AmlibConfig.xml** file and copy it to another location – for example: the desktop

Uninstall Previous Version

Prior to installing the new version of the *Amlib VDX ILL Email* application or service, the old version must be uninstalled.

If you attempt to install the latest version of the application or service, then a message similar to the following will display:



1. From the **Start** menu:
    a. Windows NT/XP: **Control Panel** > **Add or Remove Programs**
    b. Windows Vista/7: **Control Panel** > **Uninstall a Program**
2. Select **Amlib VDX InterLibrary Loan Email** or **Amlib VDX InterLibrary Loan Email Service** and:
    a. Windows NT/XP: Click the **Remove** button
    b. Windows Vista/7: Click the **Uninstall** button
3. Click **Yes** if prompted

The selected program will then be removed.

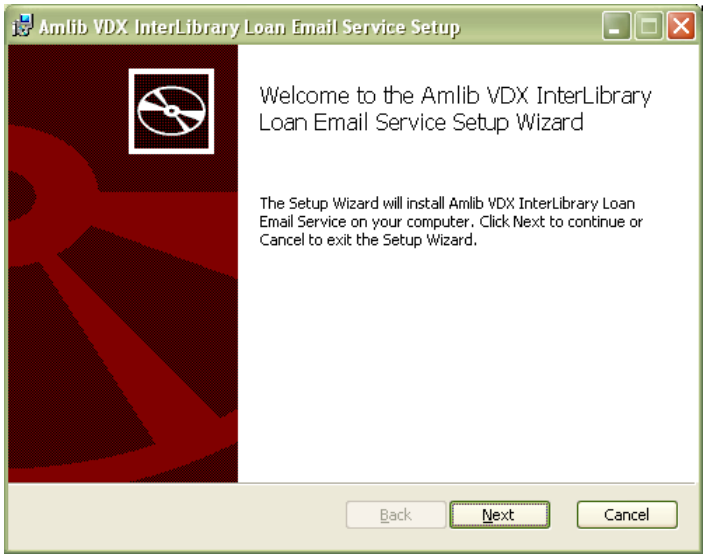
INSTALL THE UPGRADE

Option 1: Automatic Email Processing

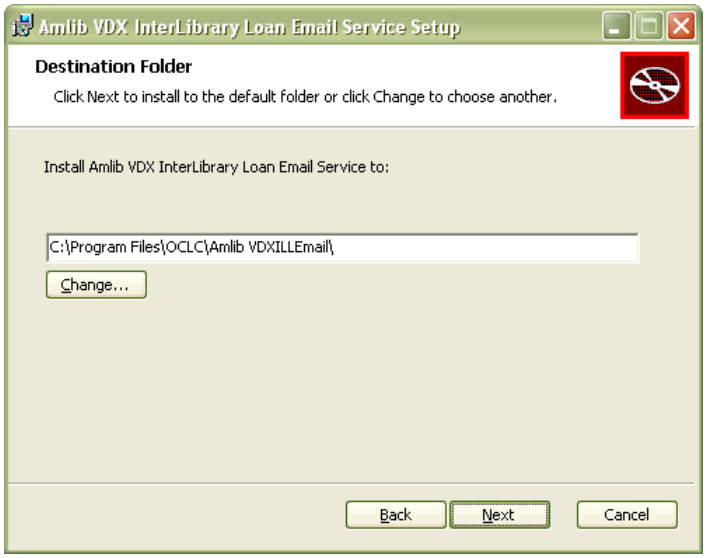
***IMPORTANT**: Please ensure that you have **full read/write** access to the **\Amlib** folder on your server (for example: **C:\Amlib**) and that you are logged in with Administrative Privileges.*

We recommend installing the *Amlib VDX ILL Email Service* on the *Amlib* server.

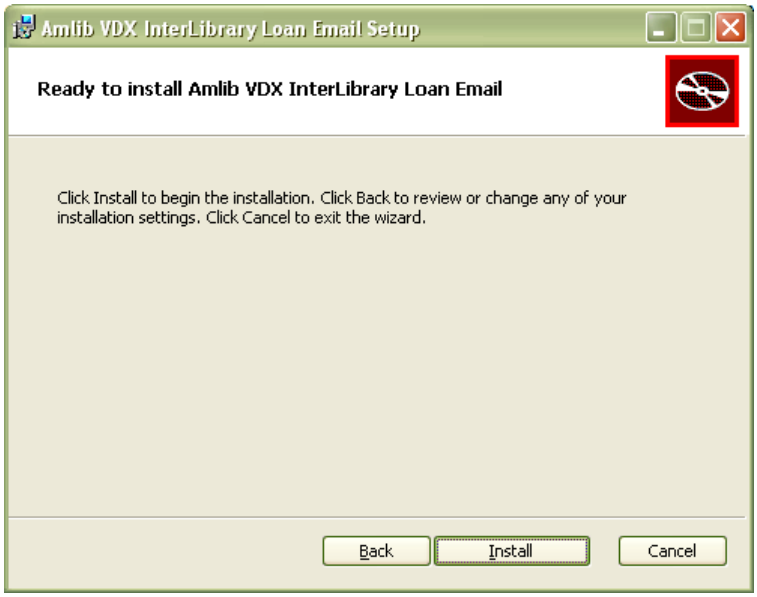
1. The *Amlib VDX ILL Email Service 5.3.4* installer is available on the OCLC Website, under Downloads and Software Updates>Utilities
   https://www.oclc.org/support/services/amlib/downloads-software-updates/utilities.en.html
   (contact *Amlib* support if you require a login to this website)
2. Download the **AmlibVDXILLEmailService534.msi** and save it on your *Amlib* server
3. Double-click the **AmlibVDXILLEmailService534.msi** to launch the installation Wizard – the Setup screen will open displaying the **Welcome** message:



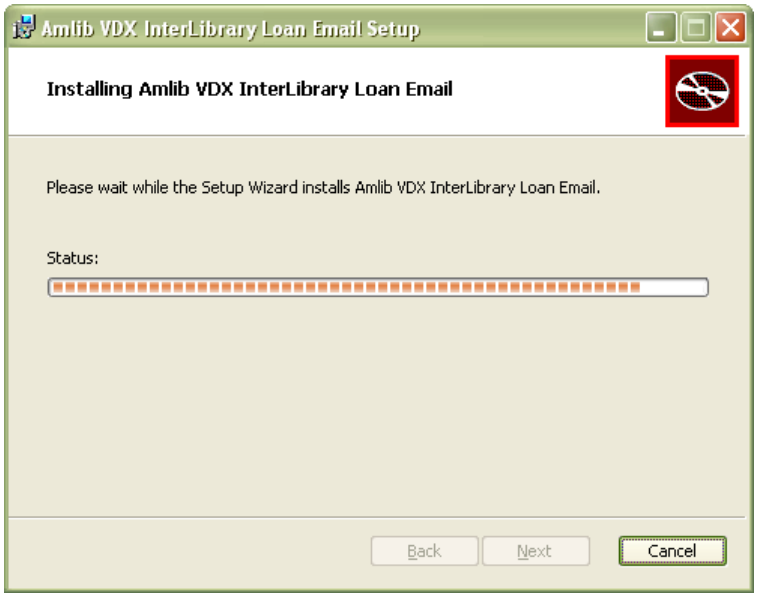
4. Click the **Next** button – the Destination Folder screen will display:



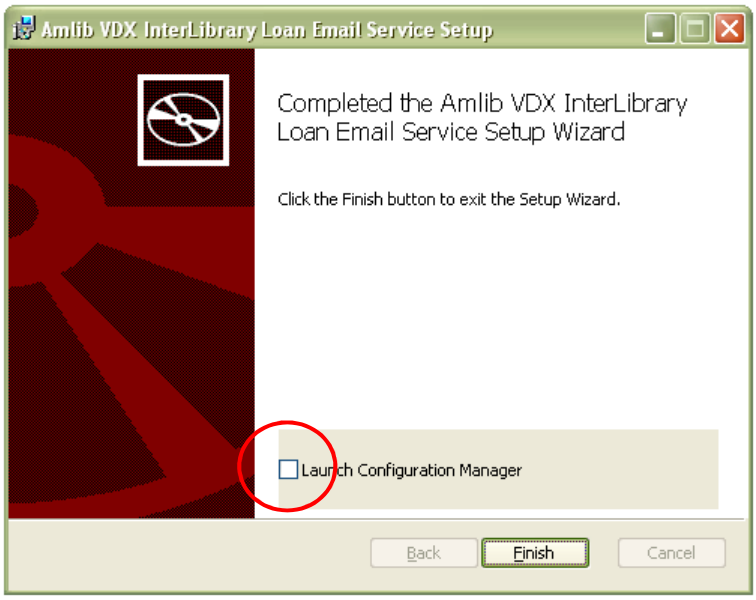
5. Choose where the program is to be installed (generally leave as default) and select the **Next** button – the Ready to Install screen will display:



6. Click the **Install** button – the Installing window will display:


Amlib VDX InterLibrary Loan Email Setup
Installing Amlib VDX InterLibrary Loan Email
Please wait while the Setup Wizard installs Amlib VDX InterLibrary Loan Email.
Status:
Back
Next
Cancel

8. When complete, ensure the Launch Configuration Manager is **unticked** and click the **Finish** button



Replace the New AmlibConfig.xml File

The newly installed **AmlibConfig.xml** file now needs to be replaced with the version previously copied and saved elsewhere.

1. Locate the **AmlibConfig.xml** file you saved earlier and copy it
2. Go to **Start** > **Programs** (XP) /**All Programs** (Vista/7)> **Amlib VDXILLEmail**
3. Right-click on **Configuration Manager** and choose **Properties** – the Configuration Manager Properties screen will display
4. Click the **Find Target** button (XP) / **Open File Location** button (Vista/7)
5. Locate the **AmlibConfig.xml** file and paste the previously saved version into the same folder (overwriting it)

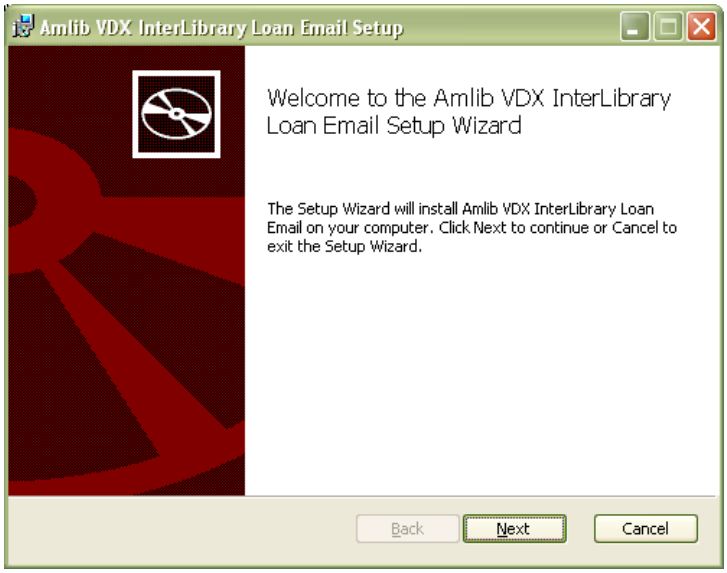
The upgrade is now complete.

Option 2: Manual Email Processing

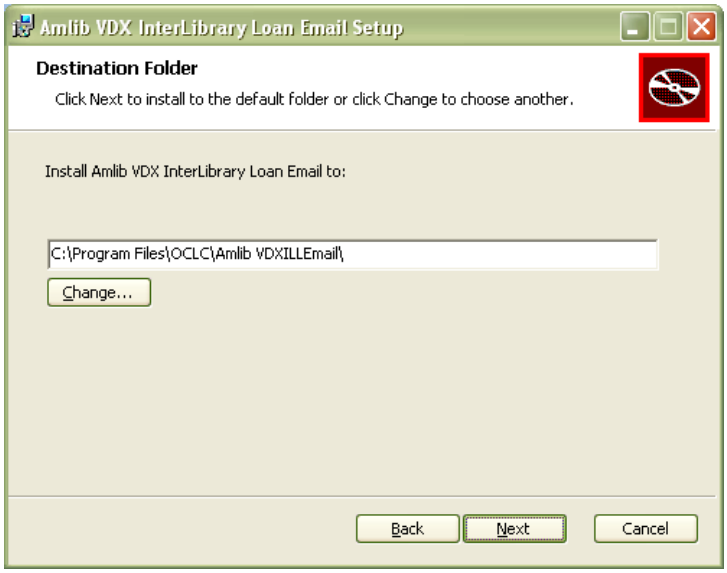
***IMPORTANT**: Please ensure that you have **full read/write** access to the **\Amlib** folder on your server (for example: **C:\Amlib**) and that you are logged in with Administrative Privileges.*

We recommend installing the *VDX ILL Email* on the ILL officer's PC (or *Amlib* end-user's PC) rather than the server.

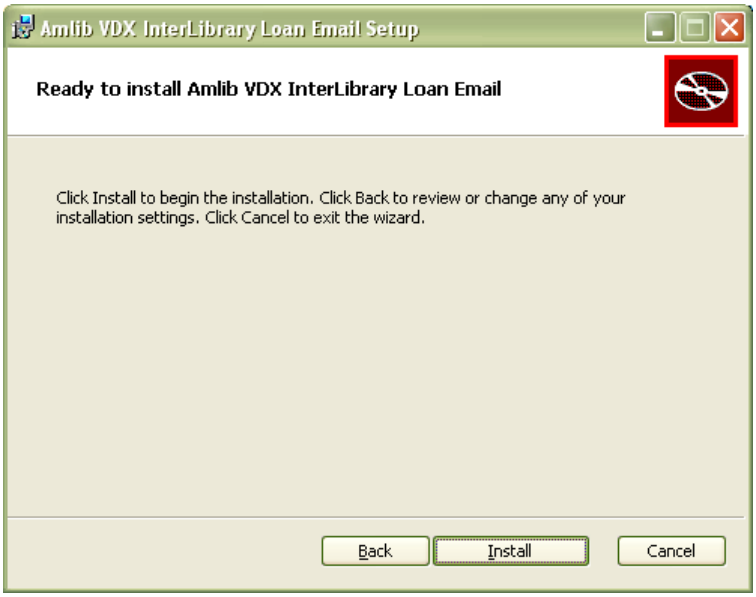
1. The *Amlib VDX ILL Email 5.3.4* installer is available on the OCLC Website, under Downloads and Software Updates>Utilities
   https://www.oclc.org/support/services/amlib/downloads-software-updates/utilities.en.html
   (contact *Amlib* support if you require a login to this website)
2. Download the **AmlibVDXILLEmail534.msi** and save it on your *Amlib* PC
3. Double-click the **AmlibVDXILLEmail534.msi** to launch the installation Wizard – the Setup screen will open displaying the **Welcome** message:



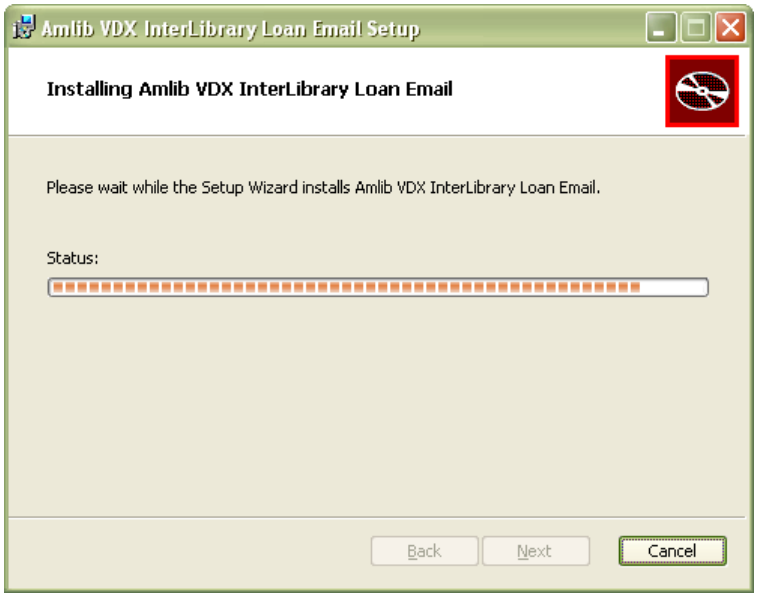
4. Click the **Next** button – the Destination Folder screen will display:



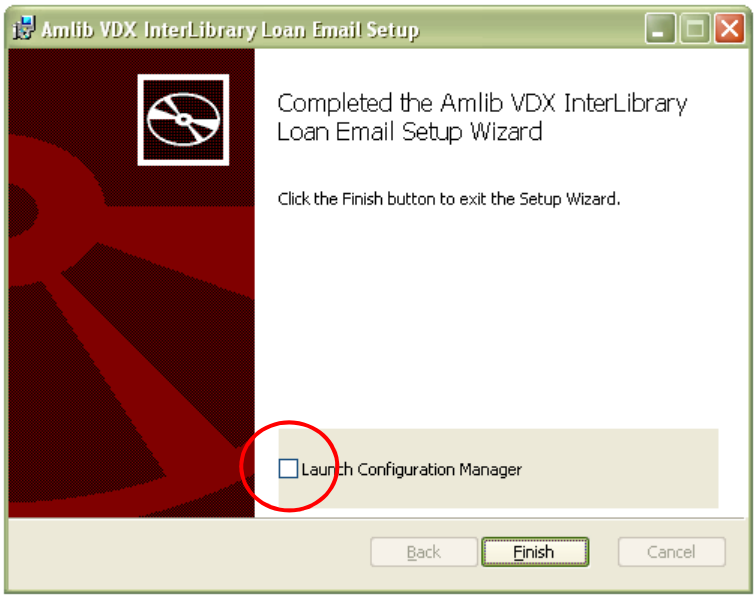
5. Choose where the program is to be installed (generally leave as default) and select the **Next** button – the Ready to Install screen will display:



6. Click the **Install** button – the Installing window will display:


Amlib VDX InterLibrary Loan Email Setup
Installing Amlib VDX InterLibrary Loan Email
Please wait while the Setup Wizard installs Amlib VDX InterLibrary Loan Email.
Status:
Back
Next
Cancel

7. When complete, ensure the Launch Configuration Manager option is **unticked** and click the **Finish** button:



Replace the New AmlibConfig.xml File

The newly installed **AmlibConfig.xml** file now needs to be replaced with the version previously copied and saved elsewhere.

1. Locate the **AmlibConfig.xml** file you saved earlier and copy it
2. Go to **Start** > **Programs** (XP) /**All Programs** (Vista/7)> **Amlib VDXILLEmail**
3. Right-click on **Configuration Manager** and choose **Properties** – the Configuration Manager Properties screen will display
4. Click the **Find Target** button (XP) / **Open File Location** button (Vista/7)
5. Locate the **AmlibConfig.xml** file and paste the previously saved version into the same folder (overwriting it)

The upgrade is now complete.

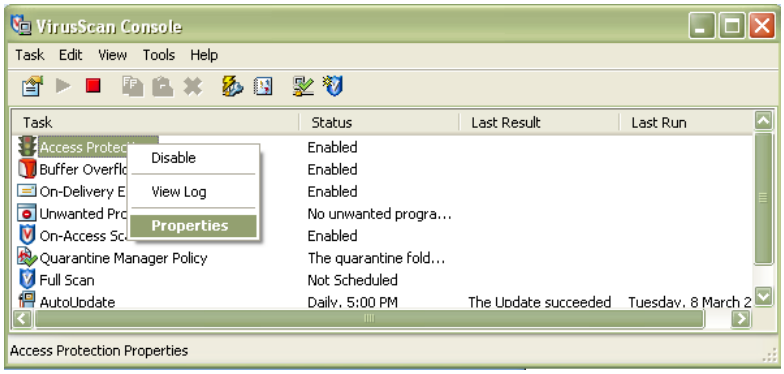
APPENDICES

Appendix 1: Antivirus Email Block

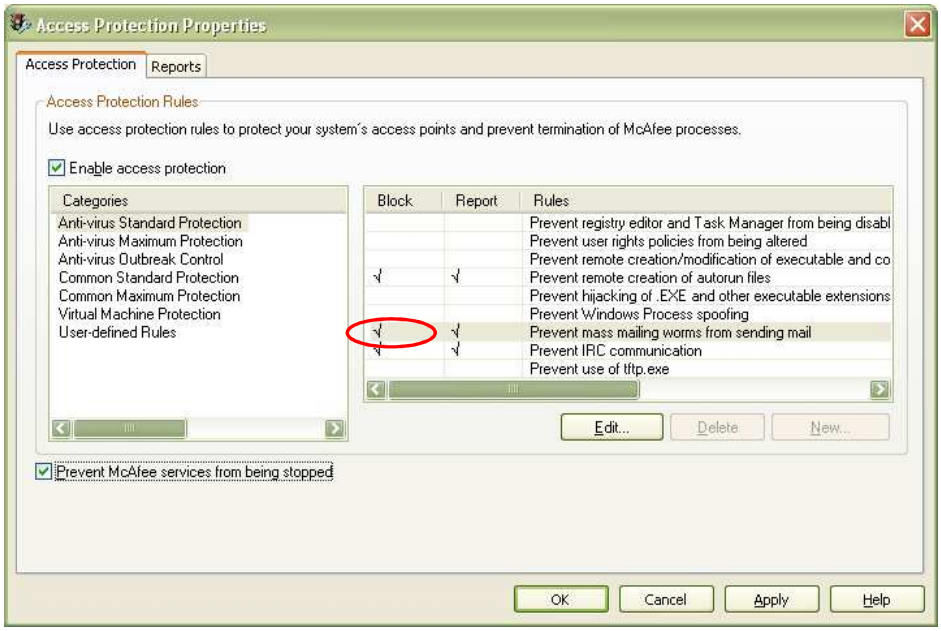
Some antivirus systems may prevent the alert email from being sent. To prevent this you must check the Access protection rules. This example covers how to do this with *McAfee*.

1. Right-click on the *McAfee* icon in the *System* tray and select **VirusScan Console…**

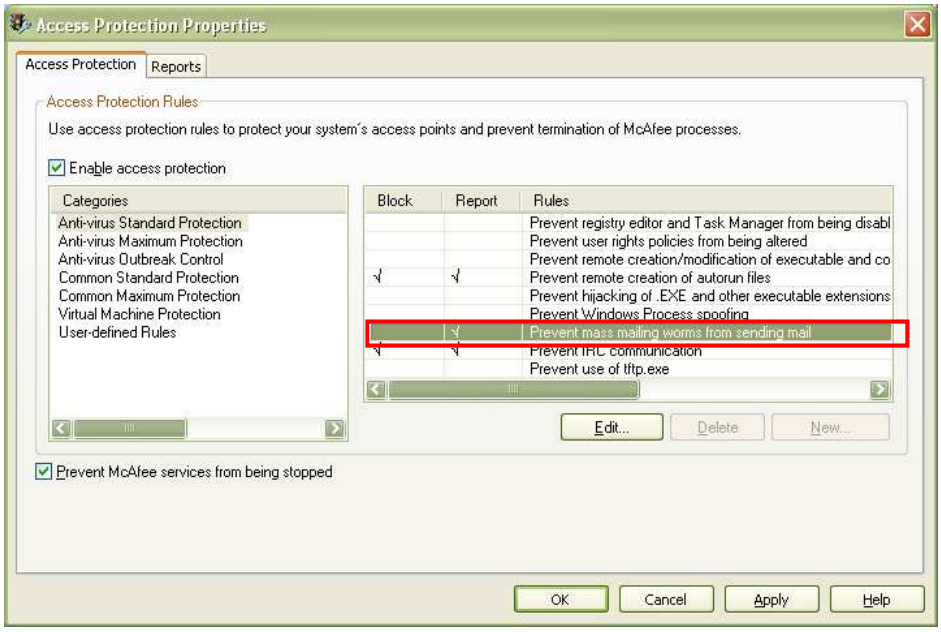
2. The VirusScan Console will display:



3. Right-click on **Access Protection** and select **Properties** – the Access Protection Properties screen will display:



4. Click on the **tick** in the Block column against Prevent Mass mailing worms from sending mail



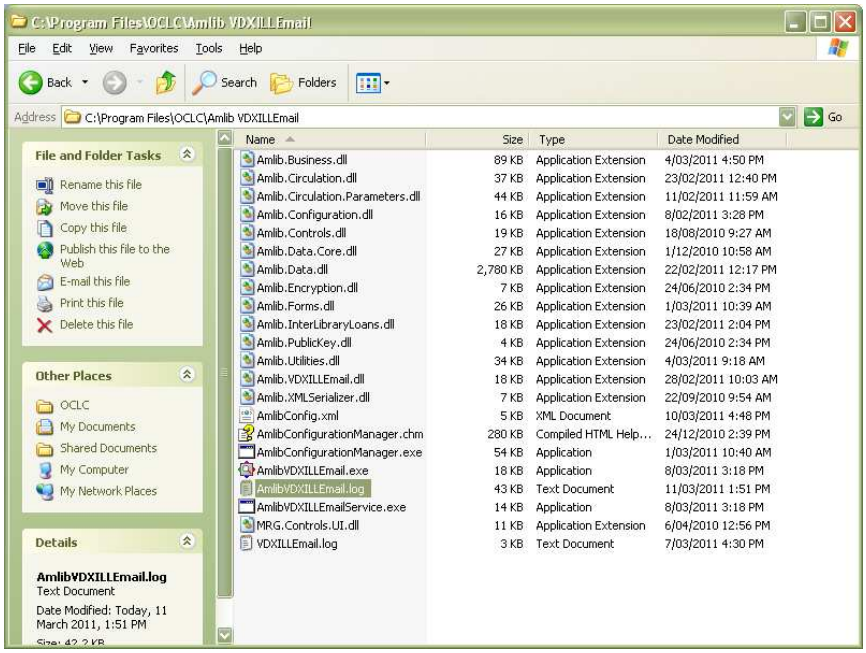
5. Once the tick is *removed* click the **Apply** button
6. Then click the **OK** button

The setting changes are complete.

Appendix 2: Enable Logging for Troubleshooting

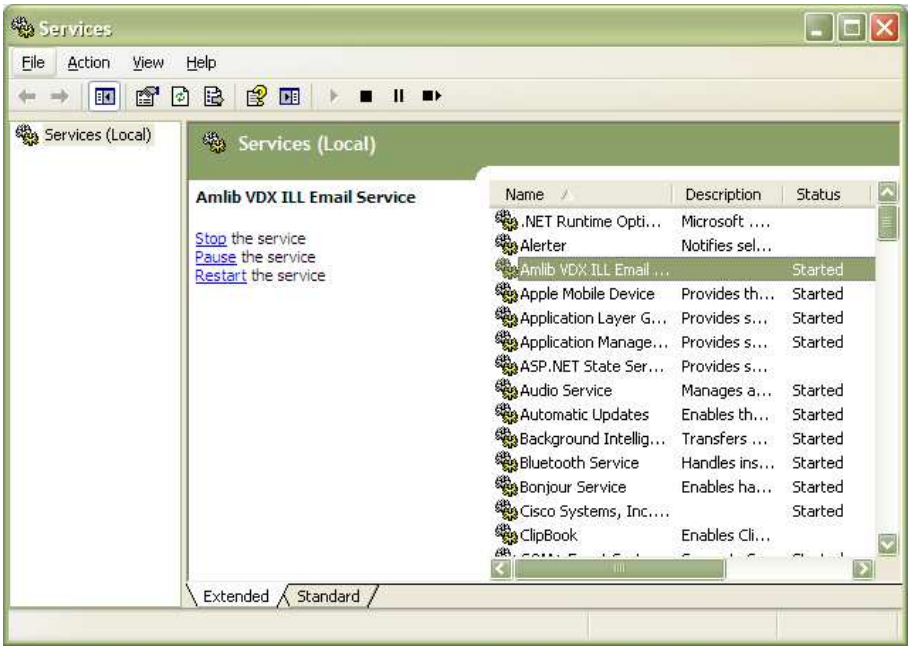
Logging of errors and exceptions is available for the manual and automatic solutions. It is recommended that logging for the Automated Service is only enabled for troubleshooting purposes to prevent large log files from being created.

Logging of exceptions for the *Amlib VDX ILL Email* manual client occurs automatically, and is recorded in the **AmlibVDXILLEmail.log file** in the folder where the application installed.

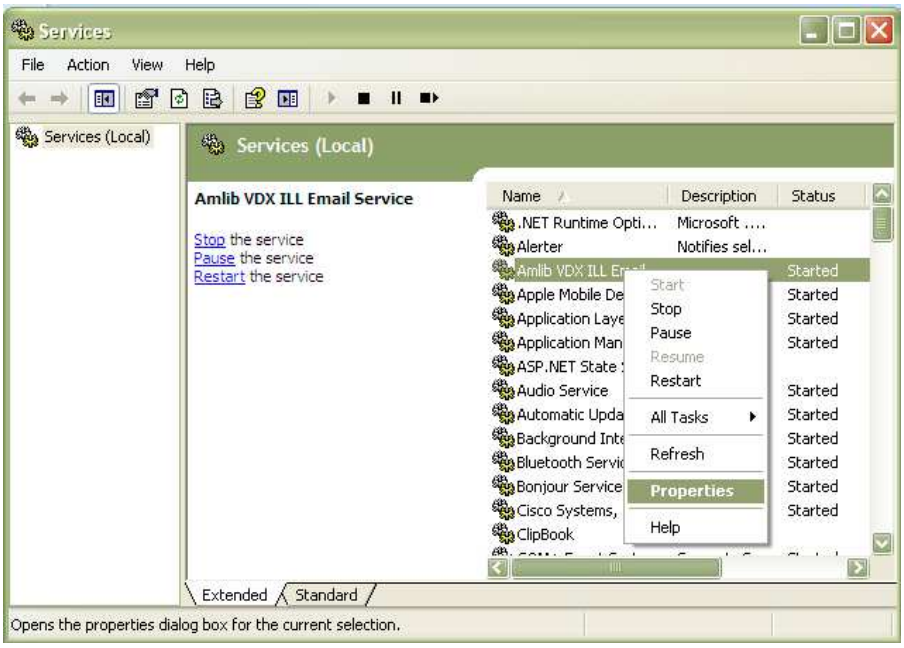


Enabling Troubleshooting logging for the service:

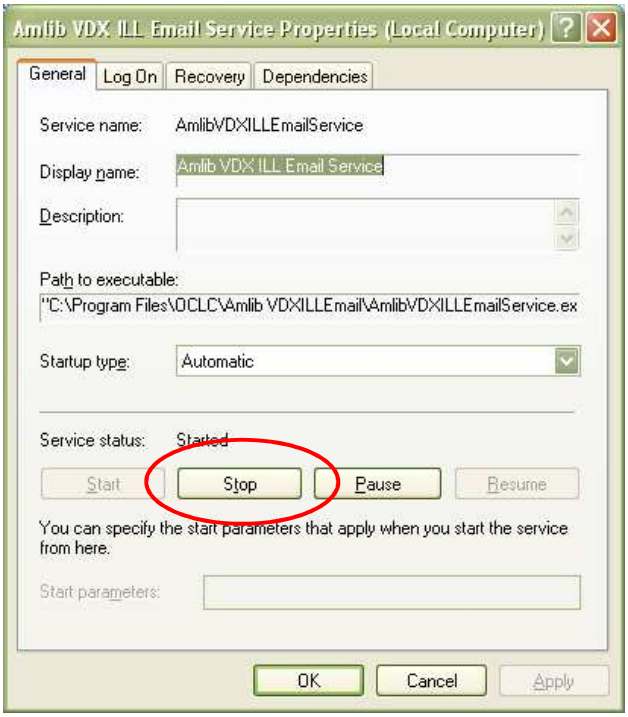
1. Open the **Services** control panel



2. Right-click on the **Amlib VDX ILL Email Service** and select **Properties**

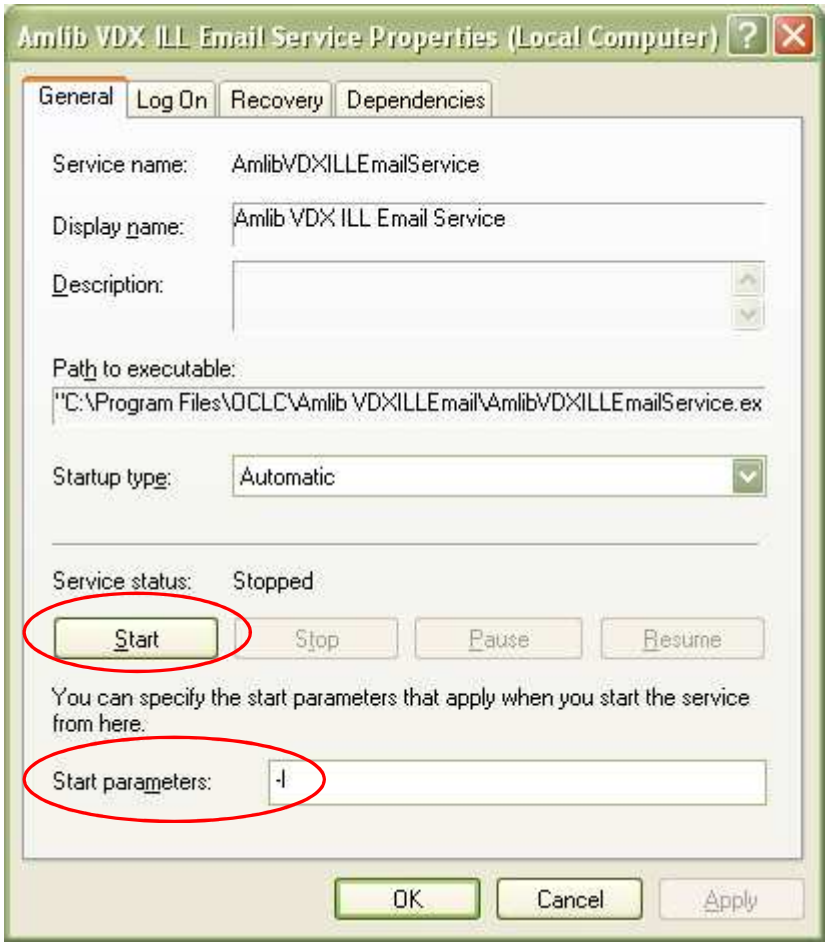


3. The Amlib VDX ILL Email Service Properties screen will display:



4. Click the **Stop** button if the service is running

5. Enter **-I** in the Start parameters and click the **Start** button

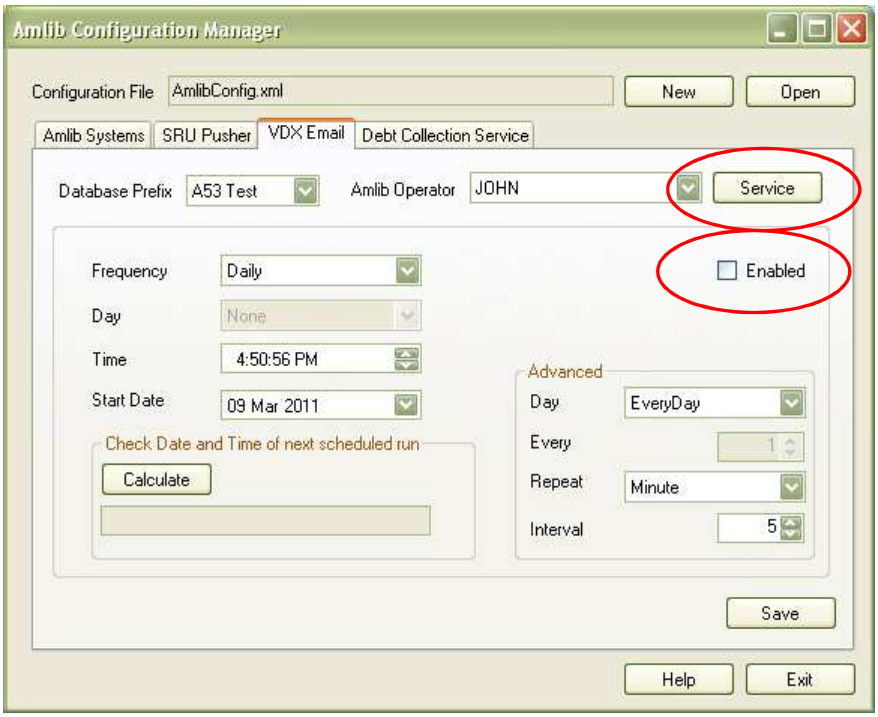


6. Click the **OK** button
7. As processing occurs, the event is recorded in **AmlibVDXILLEmailService.log** file on the server where the program is installed

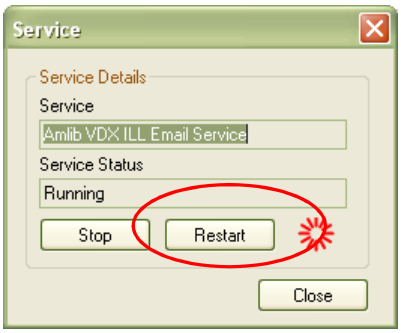
Appendix 3: Switching between Automated and Manual service

Please Note: If the library decides to go from *Automated* processing to *Manual* processing, it is very important to disable the service on the server.

1. Launch the *Amlib Configuration Manager*
2. Click on the VDX tab



3. **Un-tick** the Enabled button
4. Click the **Service** button – the Service prompt will display:



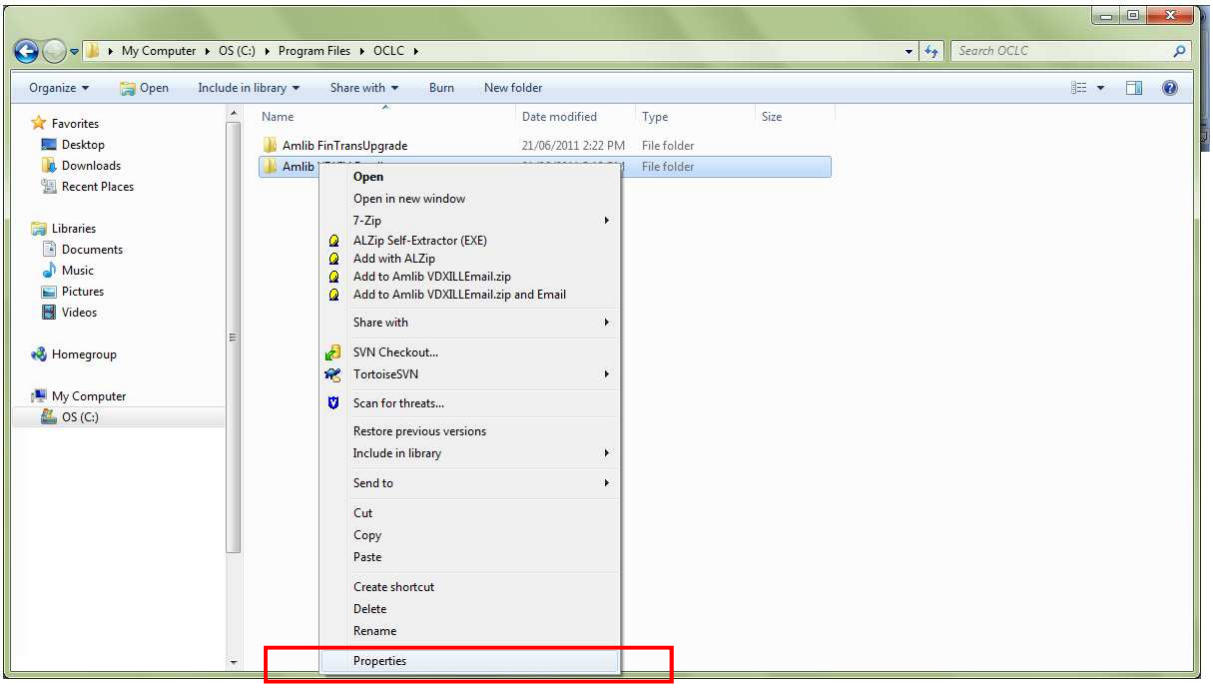
5. Click the **Restart** button
6. Click the **Close** button when complete

Please Note: Correspondingly, if the library decides to go from Manual processing to an Automated Service, it is best to uninstall the *Amlib VDX ILL Email* program for the library end user's computers.

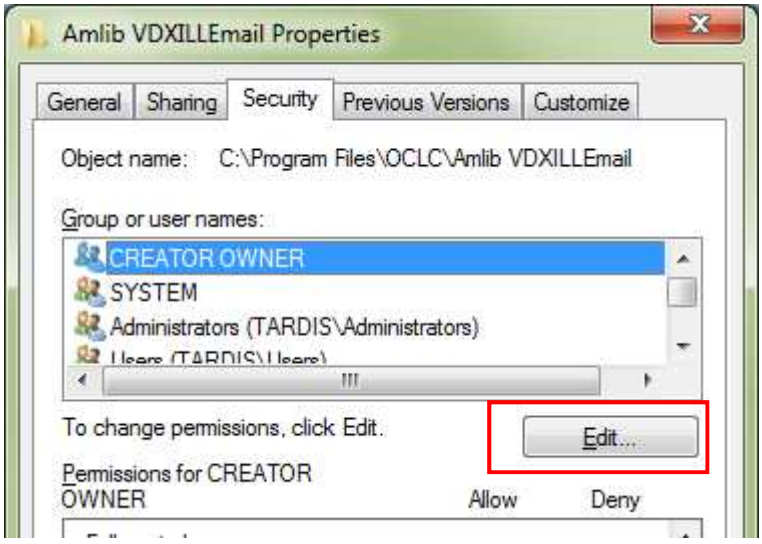
Appendix 4: Edit Access Control for Amlib VDX ILL Email

Due to the additional extra security measures on *Windows Server 2008*, *Windows 7* and *Vista*, you may need to edit the installation's access control list settings before being able to customise the **AmlibConfig.xml** file.

1. Locate the folder containing the *VDX ILL Email* utility – for example **C:\Program Files\OCLC\Amlib VDXILLEmail**
2. Right-click on the **Amlib VDXILLEmail** folder and select **Properties**

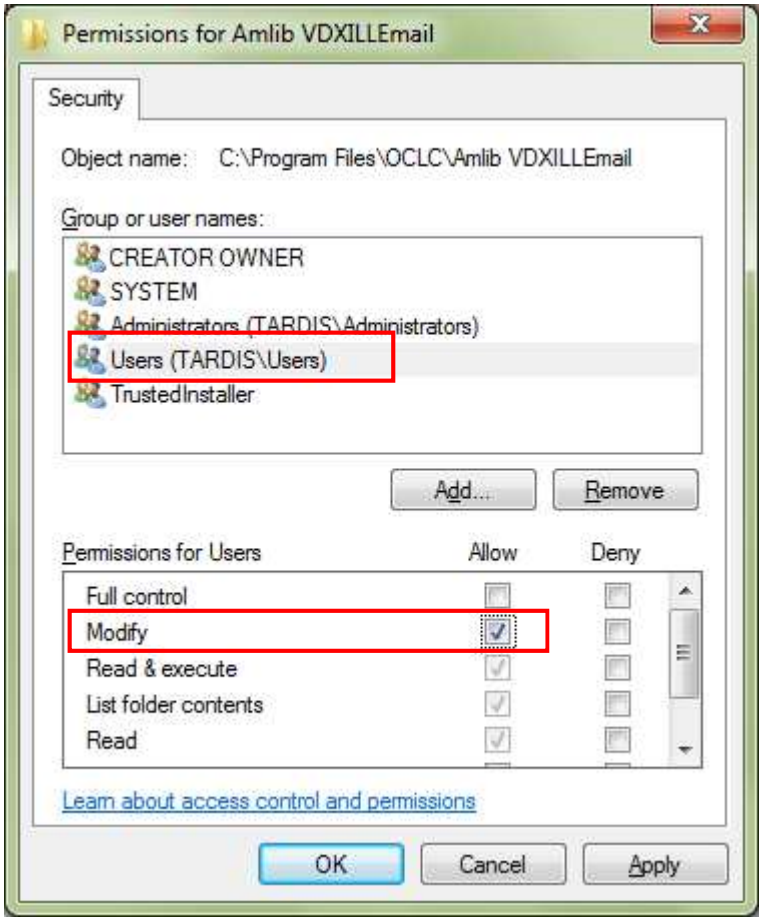


3. The Amlib VDXILLEmail Properties screen will display
4. Select the Security tab

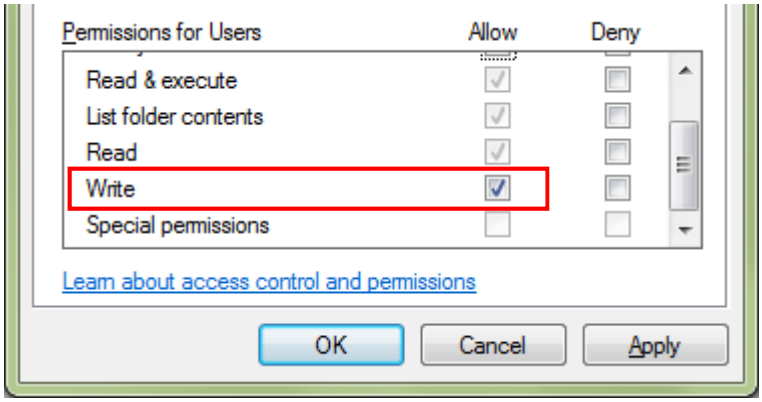


5. Click the **Edit…** button – the Permissions for Amlib VDXILLEmail screen will display

6. In the Group or user names: pane, click on the **Users** entry
7. Then in the Permissions for Users pane, **check** the Allow checkbox for the Modify setting – this will give Users the necessary group permission to apply modifications to files and folders in the **Amlib VDXILLEmail** folder:



8. This action will automatically **check** the Allow checkbox for the Write setting:



9. Click on the **OK** button on the Permissions for Amlib VDXILLEmail and the Amlib VDXILLEmail Properties screens to complete the change of permissions