



Amlib

Library Management System

OpenOPAC Upgrade Guide

Version 6.1

Last Updated: 20 April 2016

OpenOPAC Upgrade Guide

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Support:

Australia: 1300 260 795 (Local call cost in Australia)

Email:

support-anz@oclc.org

Amlib Help Desk (TOPDesk):

<https://servicedesk.oclc.org/tas/public/>

OCLC Amlib Support Documentation:

<https://www.oclc.org/support/services/amlib.en.html>

Sales:

Australia: 1300 260 795 (Local call cost in Australia)

Fax: +61 (0) 3 9929 0801

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WELCOME

Welcome to the *OpenOPAC 6.1* Upgrade Guide.

Details on installing other components (such as the *Amlib Client* and SIP2) are available in separate Installation Guides.

OVERVIEW

The upgrade of the *OpenOPAC* involves the following steps:

Upgrading of the 4 required components and services

1. OCLC Amlib Backend Setup
2. OCLC Backend Search Setup
3. OCLC Frontend Setup
4. OCLC CentralFrontend Setup

NOTE: *Before commencing this UPGRADE please ensure no browsers or connections to OpenOPAC are open.*

BEFORE YOU BEGIN THE INSTALLATION...

*Before upgrading OpenOPAC you **must have** upgraded to or installed Amlib 6.1 on your server. These instructions are for sites who have OpenOPAC previously installed*

Read the Installation Notes First

Please carefully read the entire upgrade guide prior to commencing the actual *OpenOPAC* release upgrade.

If you have any questions please log a support call on TOPdesk
<https://servicedesk.oclc.org/tas/public/index.jsp> .

If you do not know your TOPdesk login please email support-anz@oclc.org and we will send it to you.

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OPEN SUPPORTED OPERATING SYSTEMS & SYSTEM REQUIREMENTS

Operating System	<ul style="list-style-type: none">• <i>Windows Server 2003, 2008, 2012</i>• <i>Windows 7</i>
.Net Framework	<ul style="list-style-type: none">• <i>4.0 or later including Web Server (IIS) Support and HTTP Activation</i>
IIS	<ul style="list-style-type: none">• 6.0 or later with ASP.net support installed
Java runtime	<ul style="list-style-type: none">• 6.0 or later
Memory (RAM)	<ul style="list-style-type: none">• Minimum 4GB
Hard Disk	<ul style="list-style-type: none">• Minimum 40GB depending on the size of the catalogue (Only applies to Solr search server)
Browser	<ul style="list-style-type: none">• IE 7 or higher• Chrome, Firefox, Opera• Safari 5.1.7 or higher
JavaScript	<ul style="list-style-type: none">• Must be activated
Cookies	<ul style="list-style-type: none">• Must be activated• Automatic mobile device detection does not work without cookies. When cookies are disabled, the site can't store culture information [For example, the language that is selected, and the date settings] and the login information is stored in a way that is considered to be unsafe.

PRE REQUISITES

This Upgrade is for those sites which previously have installed the full version of the OpenOPAC and are updating the components to the newest Version.

The Upgrade process should detect the previous Installation of OpenOPAC. If a serial key is requested, it has not detected your previous version of OpenOPAC. If this happens, please contact Amlib Support via Topdesk <https://servicedesk.oclc.org/tas/public/index.jsp> before continuing.

As these instructions are for an Upgrade, it is assumed **.NET Framework Full version 4.0 or later and Java runtime version 6.0 or later** are already installed.

IIS with ASP.NET support must also be installed. For information on how to complete this please see the Full Installation instructions for OpenOPAC.

Note: OpenOPAC can be installed on the Amlib server, NetOpac server or a separate server depending whether it's to be for internal use or external use.

INSTALLATION OF THE OPENOPAC UPGRADE

[OpenOPAC v6.1 software installers](#) are available on-line to download from our OCLC website from the Amlib Customer Support Centre by using your login. If you need assistance with your login for this site or do not know your login please Log a call on Topdesk or contact: support-anz@oclc.org

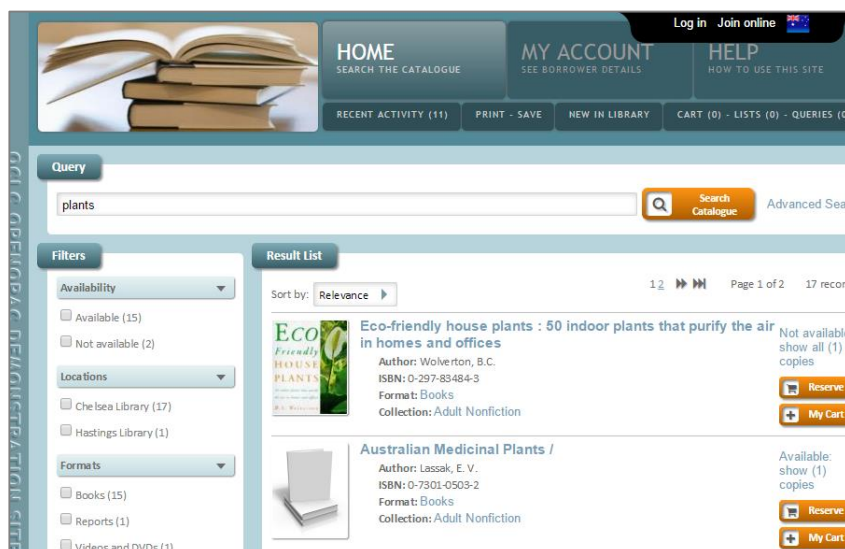
[Select OpenOPAC > Set-up Programs](#)

Save and install the following components:

- SetupOpenBackend.exe
- SetupOpenCentralFrontend.exe
- Setup OpenFronend.exe
- SetupOpenSearch.exe

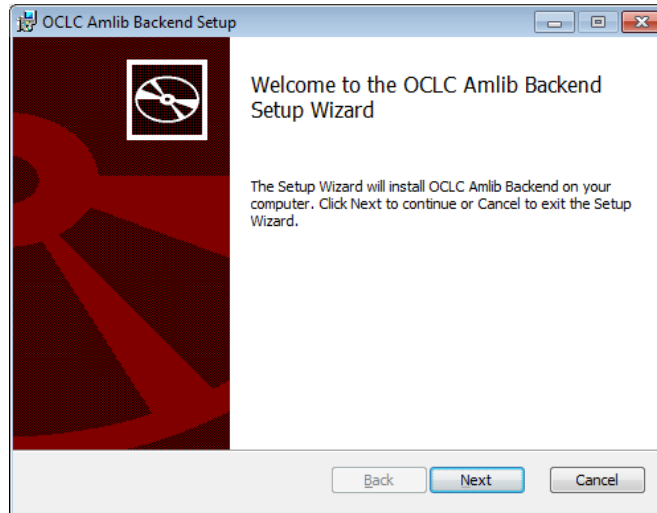
PLEASE Install the services in the order set out in guide for a smooth upgrade.

Documentation outlining the many new features for *OpenOPAC* are in the [Version 6.1 Release Notes](#)

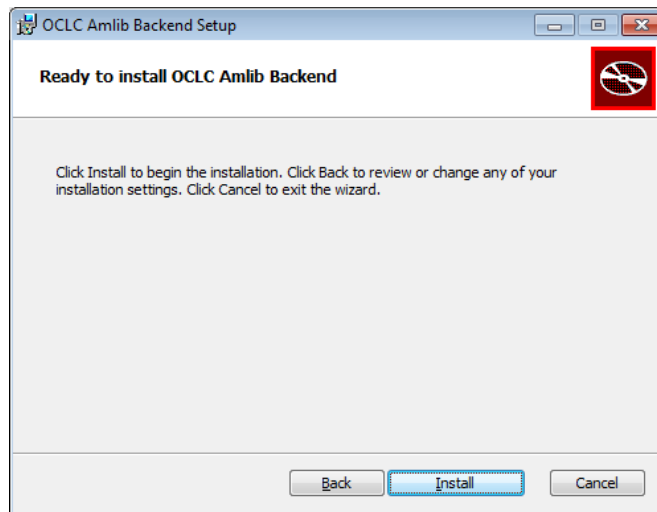


Install OCLC Amlib Backend

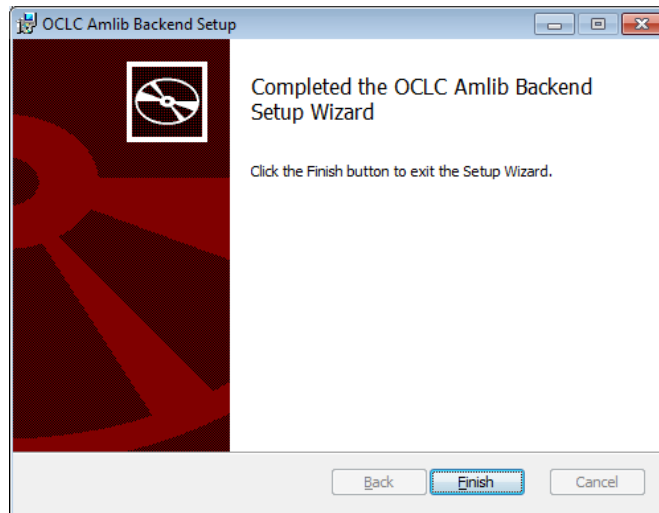
1. Run the installer [SetupOpenBackend.exe](#)
2. The OCLC Amlib Backend Setup Wizard window and Welcome message will display



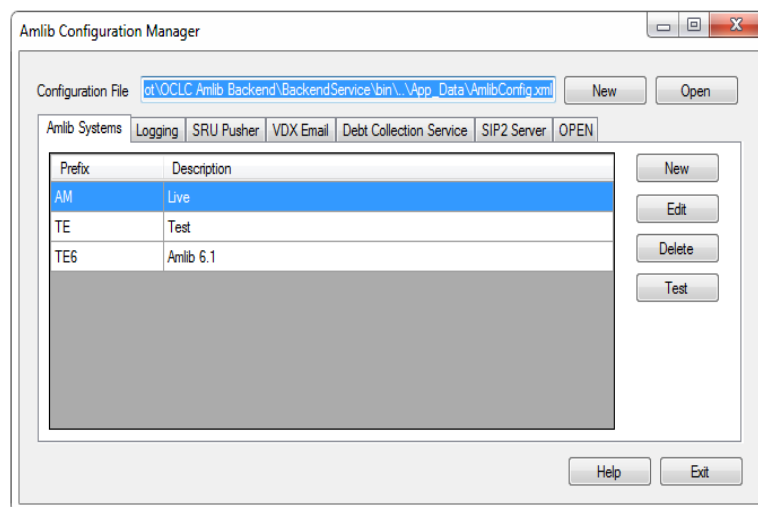
3. Click **Next** to continue
4. The Ready to Install OCLC Amlib Backend window will display



5. Click **Install**
6. The installation will run until it is complete
7. The Completed OCLC Amlib Backend Setup Wizard window will display when complete



8. Click **Finish** to exit the Backend Setup Wizard
9. The configuration manager will automatically open, but as this is an upgrade and the database you are connecting will be the same

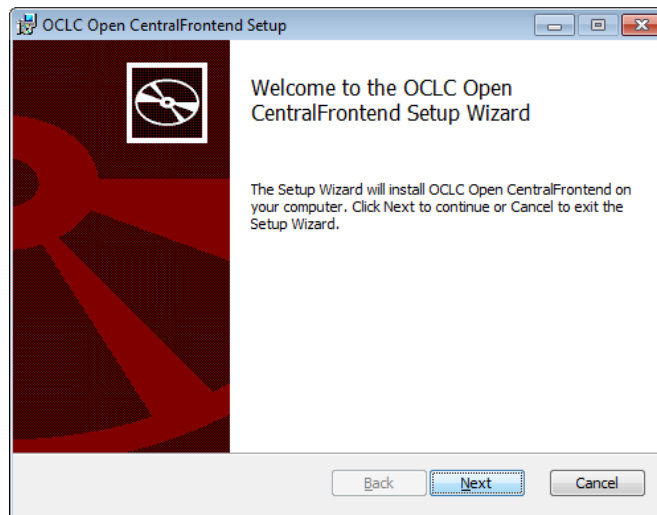


10. - Select > **EXIT**

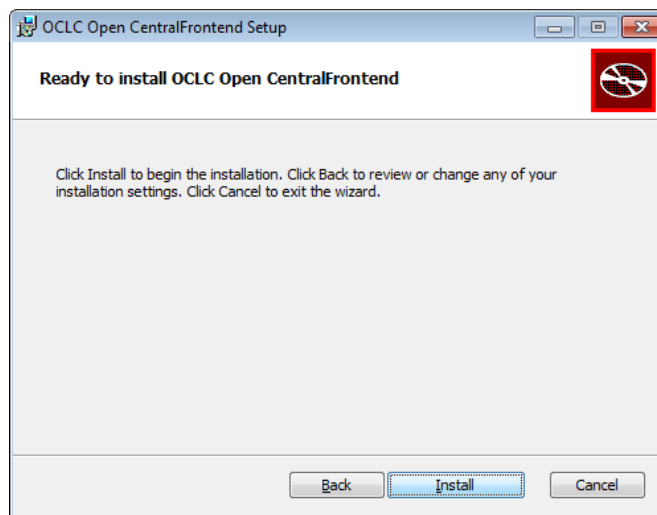
Continue and install the next component: OCLC Central Frontend

Install OCLC Open CentralFrontend

1. Run installer [SetupOpenCentral.exe](#)
2. The OCLC Open CentralFrontend Setup Wizard window and Welcome message will display
3. Select **Next**

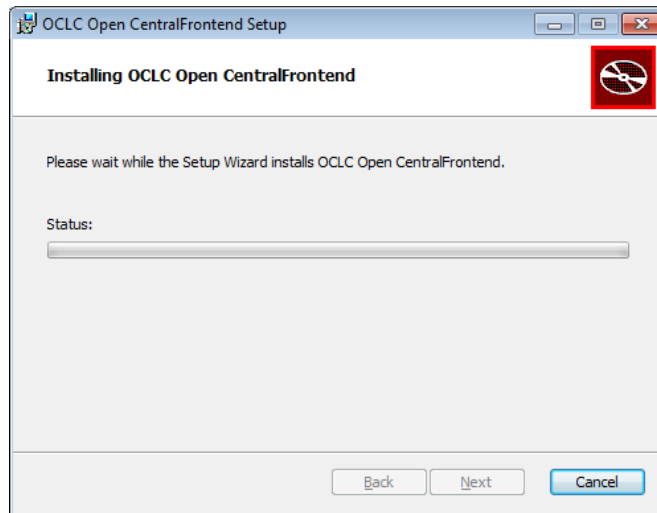


4. The Ready to install OCLC Open Frontend window will display

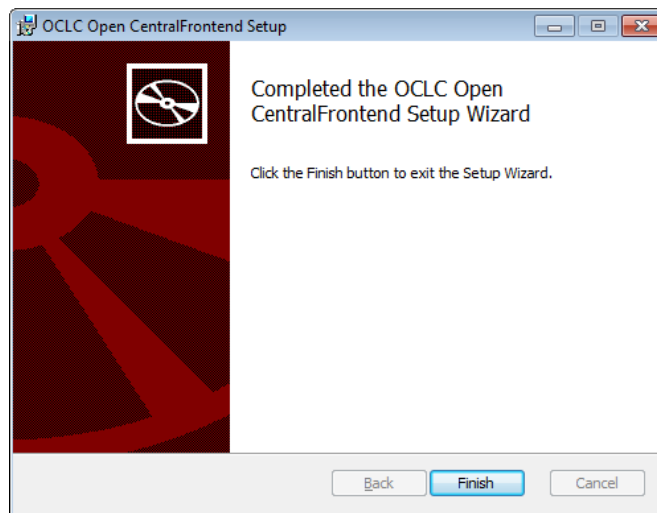


5. Select **Install**
6. The installation will run until it is complete

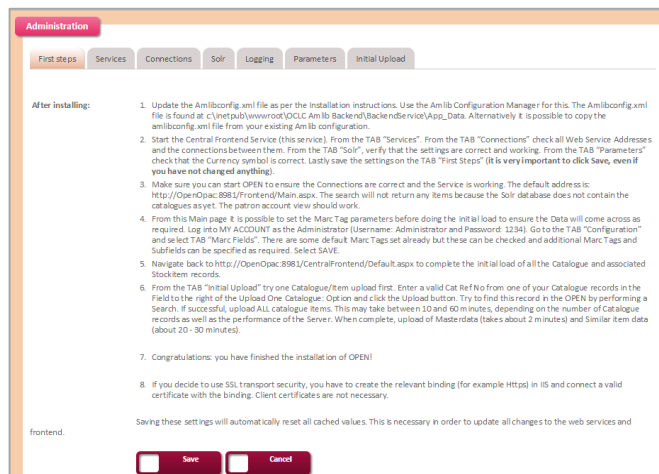
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6. The Completed OCLC Open Central Frontend Setup wizard window will display when completed

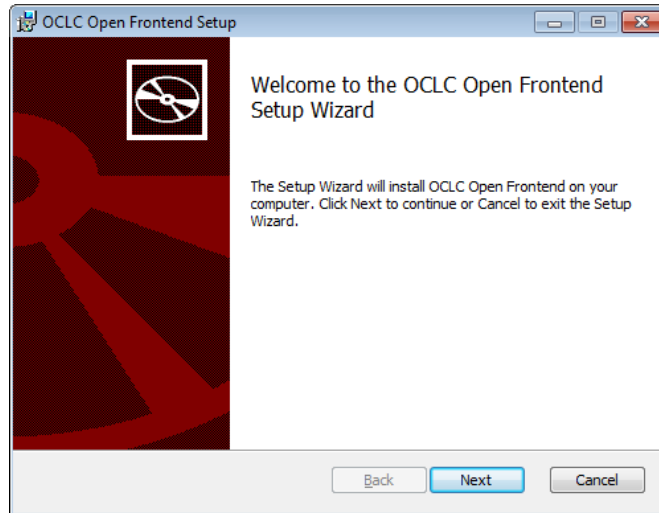


7. Select **Finish**
8. The browser will open with the central Frontend but as this is an upgrade > select **save** and **close** this browser

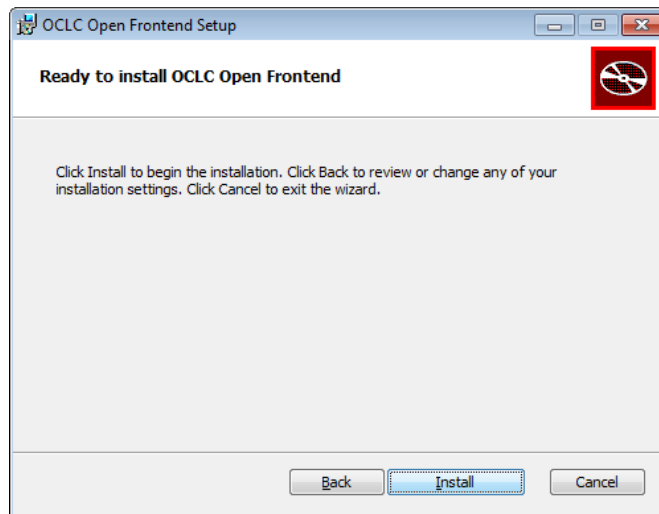


Install OCLC Open Frontend

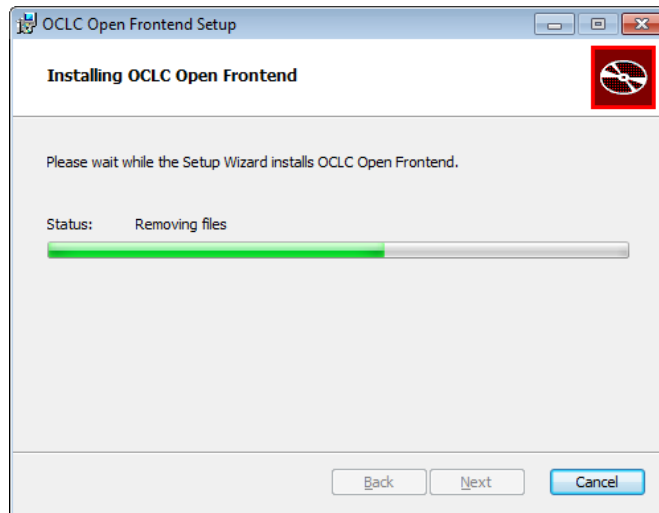
1. Run installer [SetupOpenFrontend.exe](#)
2. The OCLC Amlib Open Frontend Setup window and Welcome message will display



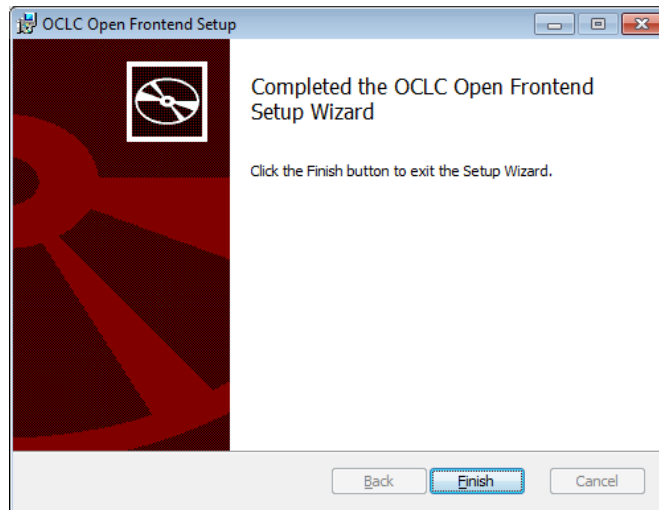
3. Select **Next**
4. The Ready to install OCLC Open Frontend window will display



5. Select **Install**
6. The installation will run until it is complete



6. The Completed OCLC Open Frontend Setup wizard window will display when completed

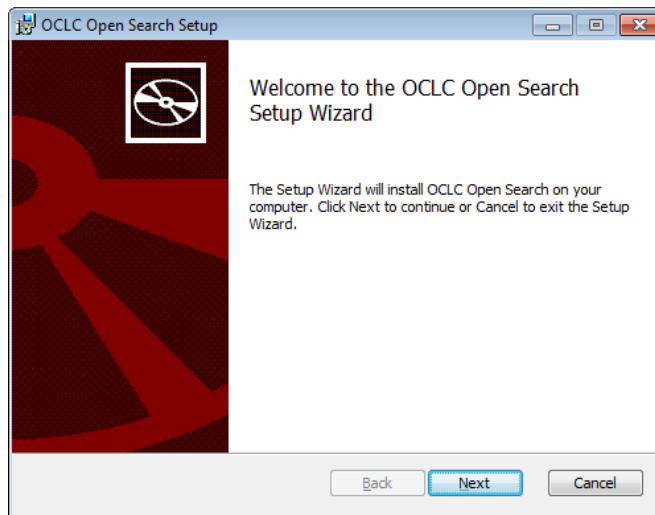


7. Select **Finish**

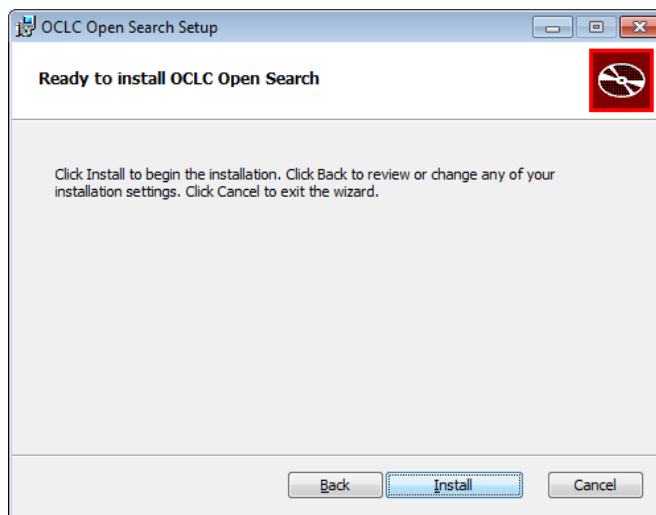
Continue and install the Last component: OCLC Open Search

Install OCLC Open Search

1. Run installer [SetupOpenSearch.exe](#)
2. The [OCLC Amlib Open Search Setup](#) window and Welcome message will display
3. Select **Next**

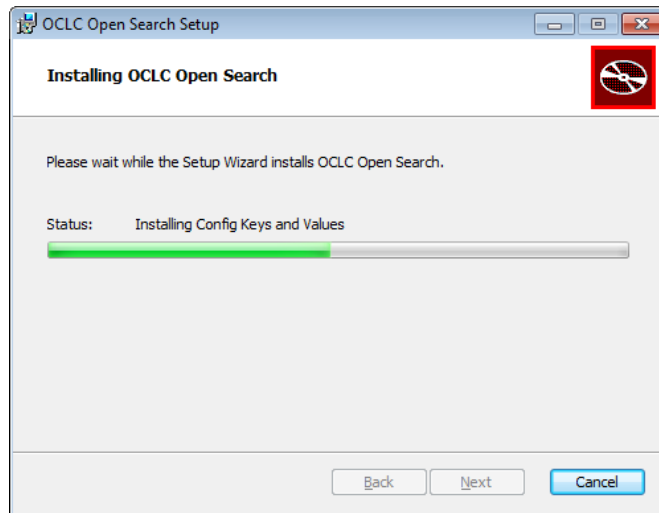


The [Ready to Install OCLC Open Search](#) window will display

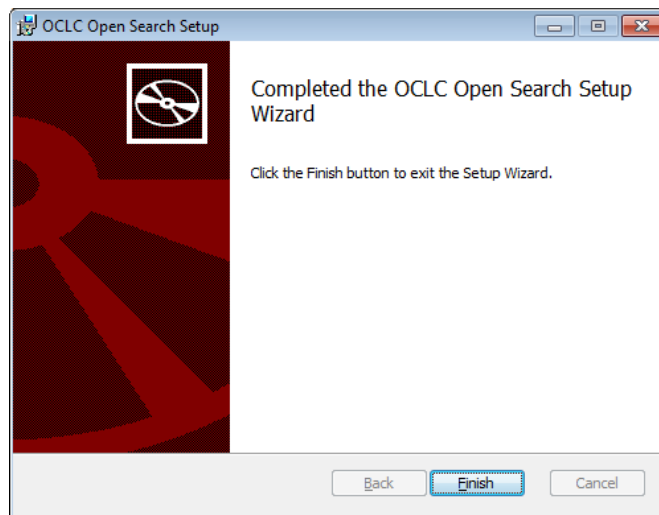


6. Select **Install**
7. The installation will run until it is complete

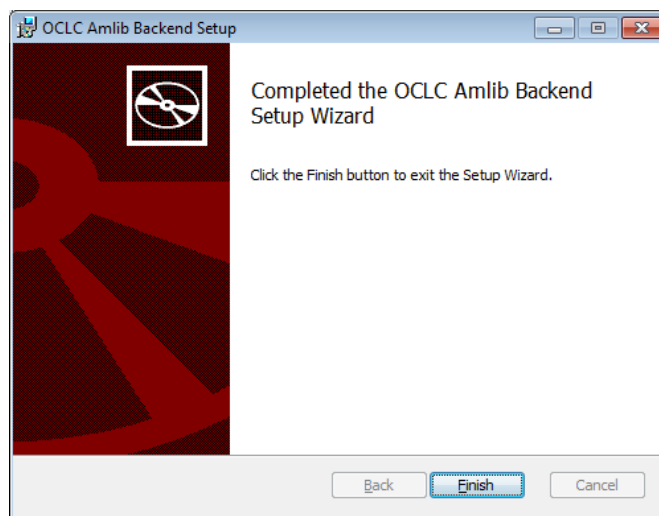
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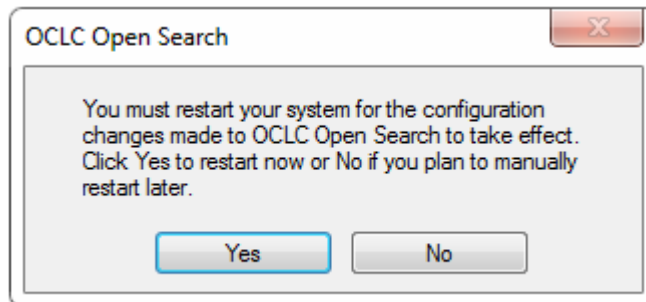
8. The Completed Search Setup window will display when completed



9. Select **Finish** to exit the Open Search Setup Wizard



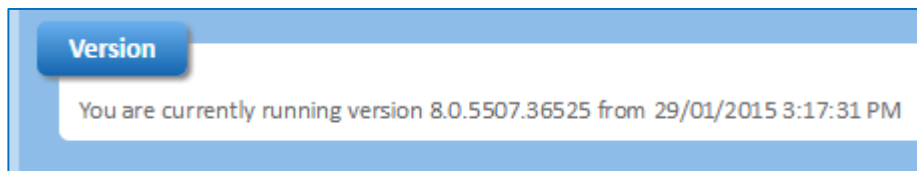
10. A popup- may appear – YOU MUST RESTART YOUR SERVER/SYSTEM



11. Select **YES** and restart your server

The Upgrade is complete. It should be possible to continue to use the *OpenOPAC*.

The Version Number can be checked from the *OpenOPAC* window from Help. The Version Number will appear at the base of the Window.



You are currently running **version 8.0.5507.36525 from 29/01/2015 3:17:31 PM**

Note: The *OpenOPAC* Version are different to the Amlib Client Versions and the most recent *OpenOPAC* Version should be from 16/01/2015 as shown above.

SECTION 3: TROUBLESHOOTING

What services do I need to check if none of the pages from OpenOPAC can be accessed?

- There are 2 potentials areas that may need attention:
- **Tomcat:** This is most likely the issue. A better assumption can be made by inspecting the error being received.
- **IIS:** There may be an issue with IIS or its configuration. This is less likely and once again troubleshooting will depend on the error received.

Where are the services that I need to check when OpenOPAC is not working correctly?

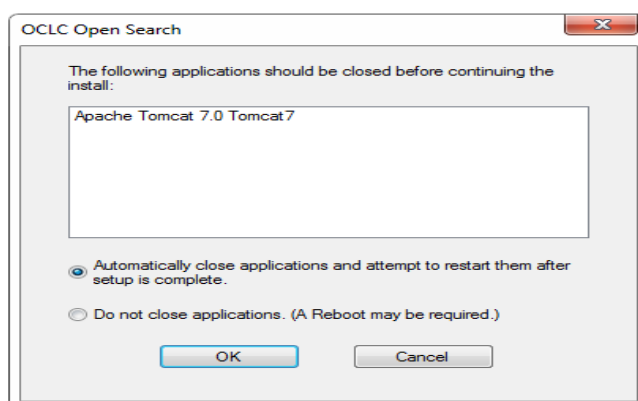
- There are five services that are application pools that can be accessed through IIS manager. These are:
 - Apache Tomcat
 - OCLC_Amlib_Backend
 - OCLC_Open_CentralFrontend
 - OCLC_Open_Frontend
 - OCLC_Open_Search

How do I restart Tomcat if this stops working?

- Find the Apache Tomcat Service inside Windows Services and restart it.

If while installing you get the pop-up message below:

- OpenOPAC is open on a browser somewhere > **close** all browsers with OpenOPAC open on them > then continue with upgrade



How do I restart the central front-end services?

- This can be done by restarting IIS or recycling the application pools through IIS manager

How do I restart Central services?

- This can be done by restarting IIS or recycling the application pools through IIS manager

When do I need to use the SAVE function?

- As part of the initial configuration and when you have made Supervisor/ Parameter changes in the Amlib client, so the changes will be sent and updated to OpenOPAC

I cannot complete 'Upload all Catalogues' when doing the Initial Load, because it stops or an error message displays before it fully completes ...

- There could be an issue with your tables or indexes in the database, please log a support call on TOPdesk and attach a screen shot of the error message. If you do not know your TOPdesk login please email support-anz@oclc.org and we will send it to you

Have I installed all four Services?

- To check if you are unsure you have done all of them, before proceeding > go to C:\inetpub\wwwroot\ in this folder you will see 4 folders with the following names: Backend Services ; Open Search Services; Open Frontend Services; Open CentralFrontend Services

How do I check if a catalogue update/change has occurred in OPEN ?

- Go to Main > Supervisor > Supervisor > Library Menu > OpenTransactions – you can see what has been updated and is waiting to be transferred across to Open.
- Highlight the record in question: you can either select F4 Delete to delete an update or select F5Query to check whether it's been updated yet. If it has, it will disappear from this table, when you select F5Query. If you select F8Cat you will see what Catalogue record has been updated or is awaiting update in Open.

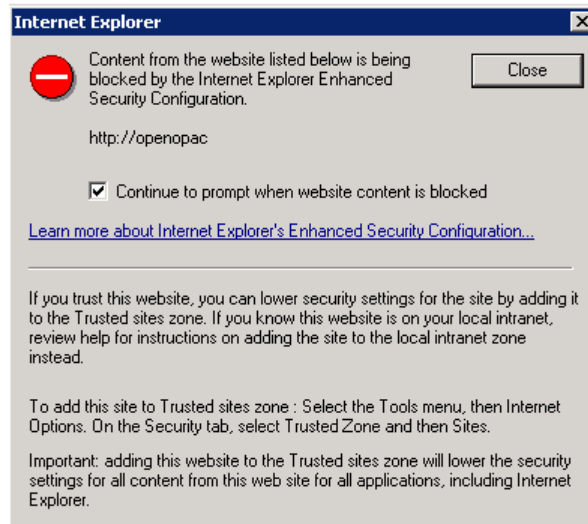
How do I ensure parameter changes I make in Amlib are transferred to OpenOPAC [such as supervisor or loan parameter settings]?

- Go to the Open Central Fontend Gui
<http://openopac:8981/CentralFrontend/Default.aspx>
and select > First Steps tab > select SAVE

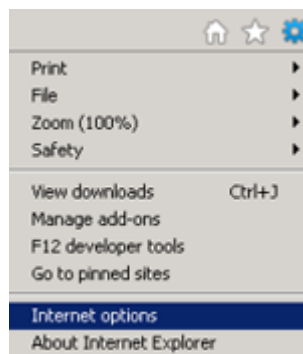
How do I check Security issues when I get this error: Content from the Website listed below is being blocked by IE enhanced Security Configuration when I go to Central Frontend

<http://openopac:8981/CentralFrontend/Default.aspx>

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Depending on the Browser currently used, it should be possible to make the OpenOpac Central Frontend a trusted site. For example, in Internet Explorer, select **Internet options** from the Tools menu.

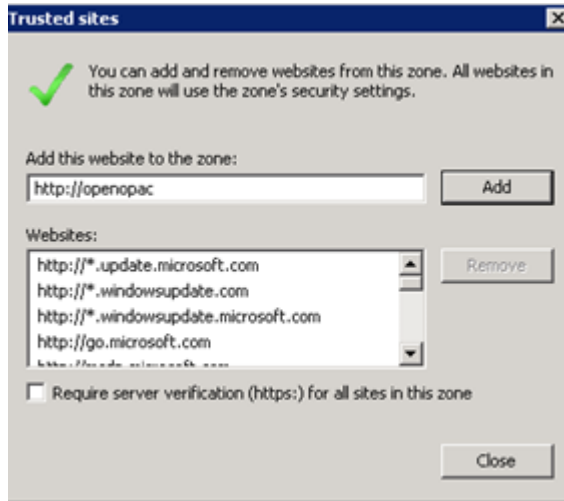


Select the **Trusted sites** button from under the Security tab.



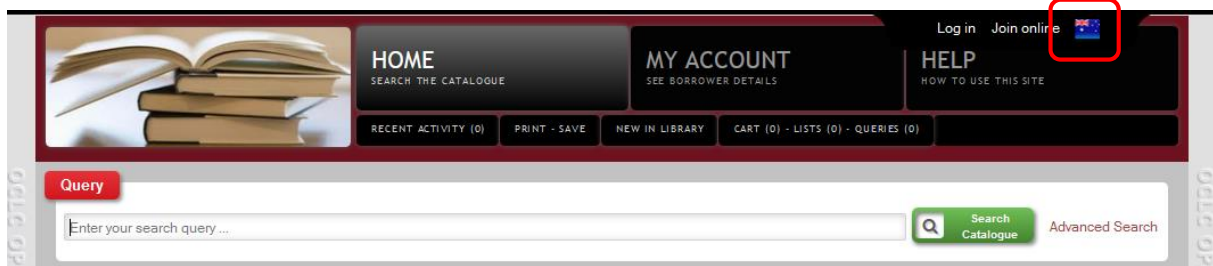
Add <http://openopac> as a trusted site select **ADD** and **APPLY**

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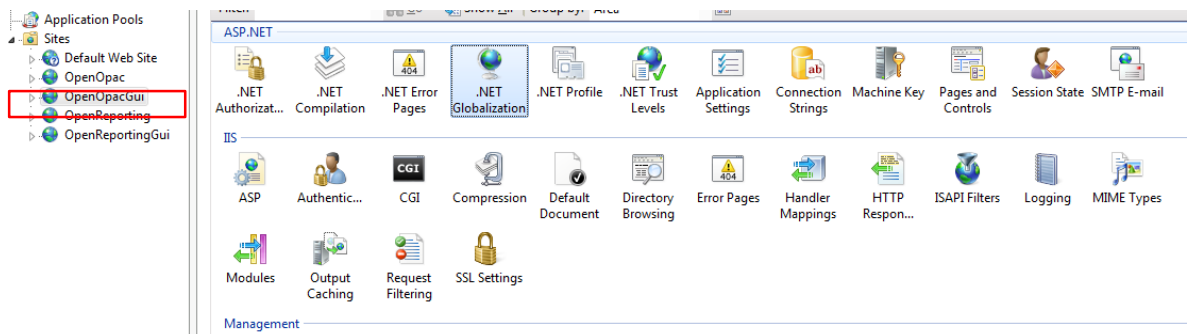


APPENDIX A: LANGUAGE AND DATE CONTROL OF BROWSERS VIA IIS SETTINGS]

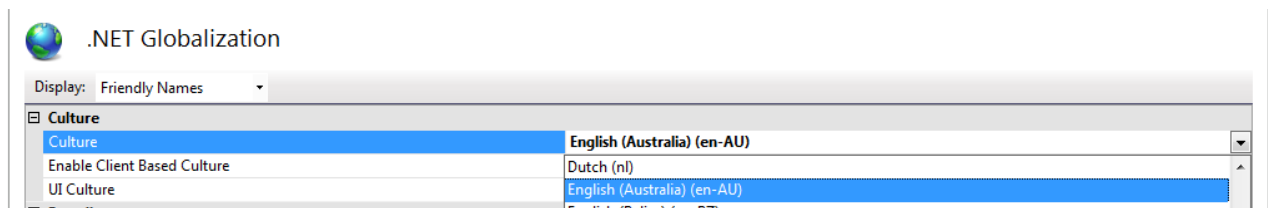
To control the language setting of all your browsers used for *OpenOPAC*, it is possible to change two settings in IIS [Internet Information Services manager]. This will ensure that the flag in the top right hand corner of your browser when you access the OpenOpac will always be the Australian flag.



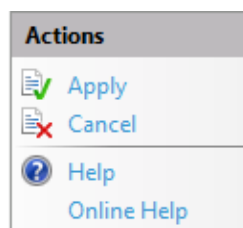
1. Open IIS7
2. Highlight **OpenOpacGui** in your Sites folder on the left
3. Double click **Net.Globalisation** icon from the ASP.Net section of OpenOpacGui Home



4. The **.NET Globalization** window will display
5. Use the drop-down menu for **Culture**



6. Select **English (Australia) (en-AU)** from the list
7. Use the drop-down menu for **UI Culture**
8. Select **English (Australia) (en-AU)** from the list
9. Once both are configured, select **Apply from the Actions section** in the right hand section

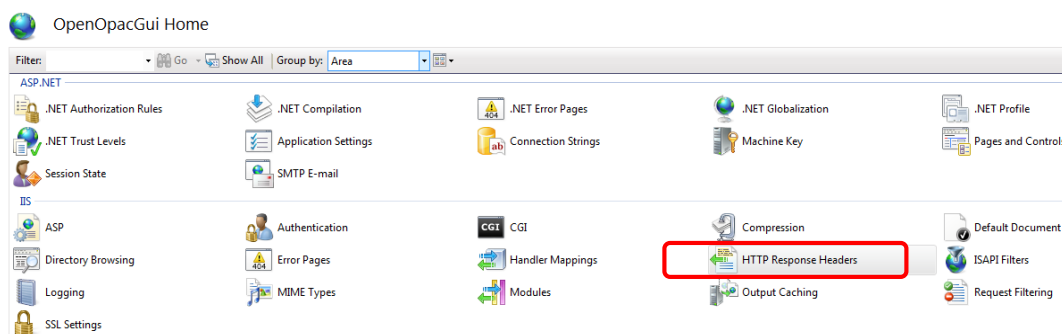


APPENDIX B: FORCING COMPATIBILITY MODE IN IIS7

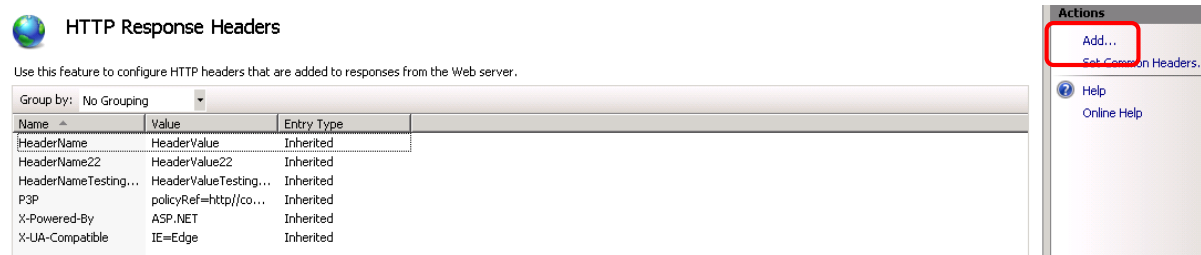
If OpenOPAC is opening in Compatibility Mode when using Internet Explorer it can be **turned off** via IIS. This is recommended if external users are accessing the website and having Compatibility Mode issues.

IIS 7 and IE 7 -9

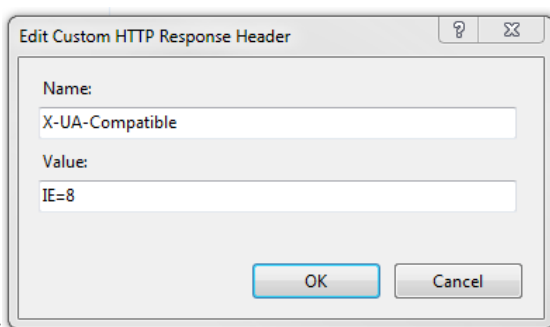
1. Open IIS [Internet information Service Manager]
2. Highlight OpenOPACGui
3. Select HTTP Response Headers from under OpenOPACGui home page



4. Select **Add** on right –top hand side



5. A pop-up box labelled **Add Customer HTTP Response Header** will appear

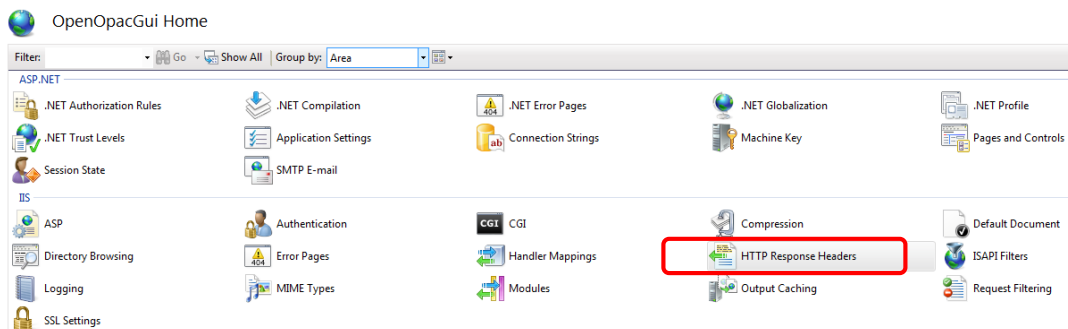


G this

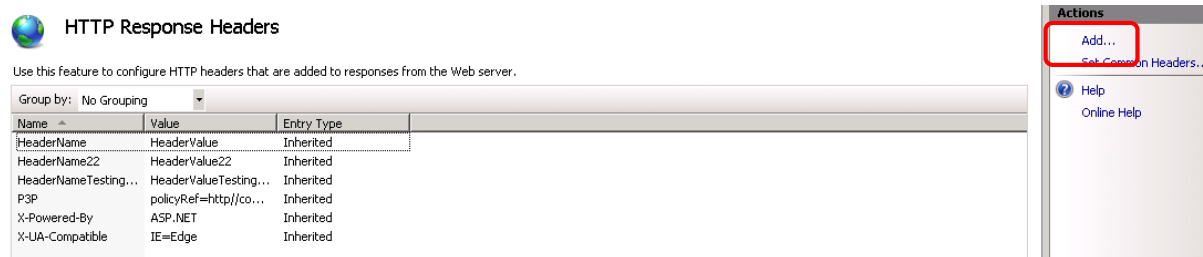
6. Type in **X-UA-Compatible** In the Name field
7. Type in **IE=8** Value field
8. Then select **OK**
9. This will cause **IIS** to open in Internet Explorer to display OpenOPAC as if it was Internet on Explorer 8.

IIS 7 and IE 10 -11

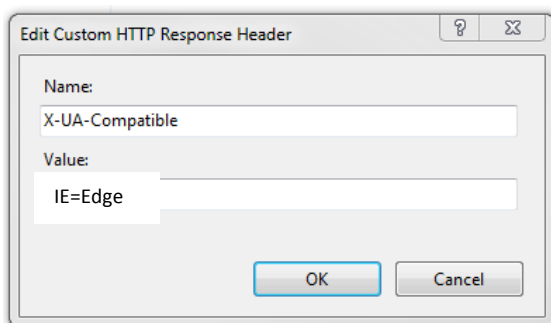
1. Open IIS [Internet information Service Manager]
2. Highlight OpenOPACGui
3. Select HTTP Response Headers from under OpenOPACGui home page



4. Select **Add** on right –top hand side



5. A pop-up box labelled **Add Customer HTTP Response Header** will appear



6. Type in **X-UA-Compatible** In the Name field
7. Type in **IE=EDGE** Value field
8. Then select **OK**
9. This will cause **IIS** to open in Internet Explorer to display OpenOPAC with compatibility mode turned off [Warning **Edge** is sometimes unstable and is considered the setting for non-production sites, if you have any issues using this setting, then try IE=8 as the value instead]