# TABLE OF CONTENTS

Table Of Contents ........................................................................................................................................................................... 3

WELCOME .................................................................................................................................................................................. 5

OVERVIEW .................................................................................................................................................................................. 5

BEFORE YOU BEGIN THE INSTALLATION ............................................................................................................................. 5

Read the Installation Notes First ..................................................................................................................................................... 5

OPEN SUPPORTED OPERATING SYSTEMS & SYSTEM REQUIREMENTS .................................................................................. 6

PRE REQUISITES ........................................................................................................................................................................... 6

INSTALLATION OF THE OPENOPAC UPGRADE ......................................................................................................................... 7

Install OCLC Amlib Backend ......................................................................................................................................................... 9

Install OCLC Open Search .......................................................................................................................................................... 15

Install OCLC Open CentralFrontend ....................................................................................................................................... 11

Install OCLC Open Frontend ...................................................................................................................................................... 13

SECTION 3: Troubleshooting ........................................................................................................................................................ 18

APPENDIX A: LANGUAGE AND DATE CONTROL OF BROWSERS VIA IIS SETTINGS] .................................................................. 22

APPENDIX B: FORCING COMPATIBILITY MODE IN IIS7 ................................................................................................................ 23

IIS 7 and IE 7 -9 ........................................................................................................................................................................... 23

IIS 7 and IE 10 -11 ........................................................................................................................................................................ 24
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.
## OPEN SUPPORTED OPERATING SYSTEMS & SYSTEM REQUIREMENTS

• Windows 7 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>.Net Framework</td>
<td>• 4.0 or later including Web Server (IIS) Support and HTTP Activation</td>
</tr>
<tr>
<td>IIS</td>
<td>• 6.0 or later with ASP.net support installed</td>
</tr>
<tr>
<td>Java runtime</td>
<td>• 6.0 or later</td>
</tr>
<tr>
<td>Memory (RAM)</td>
<td>• Minimum 4GB</td>
</tr>
</tbody>
</table>
| Hard Disk        | • Minimum 40GB depending on the size of the catalogue  
(Only applies to Solr search server) |
| Browser          | • IE 7 or higher  
• Chrome, Firefox, Opera  
• Safari 5.1.7 or higher |
| JavaScript       | • Must be activated |
| Cookies          | • 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](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

![Welcome to the OCLC Amlib Backend Setup Wizard](image)

3. Click **Next** to continue

4. The **Ready to Install** OCLC Amlib Backend window will display

![Ready to install OCLC Amlib Backend](image)

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
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
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 potential 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

![OCLC Open Search](image)

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](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**

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](http://openopac) as a trusted site select **ADD and APPLY**
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.Globalization 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

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 OpenOPAC GUI
3. Select HTTP Response Headers from under OpenOPAC GUI 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 in the 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]