Introductions

• Brett Pinkepank—Voyager Technical Support Analyst
Objectives and Target Audience

• Configuring and troubleshooting Common issues in WebVoyage

• Session Objective(s)
  • By the end of this sessions you will know, understand and/or be able to:
    • How data is generated, formatted and displayed in WebVoyage
    • How/where to configure WebVoyage to alter its display and function
    • How to identify and/or resolve issues in WebVoyage

• Session Target Audience:
  • Staff responsible for maintaining WebVoyage
  • Systems Librarians

Agenda

1 Exploring WebVoyage : Front End
2 Exploring WebVoyage: Back End
3 WebVoyage Dataflow
4 Configuring WebVoyage
5 Troubleshooting WebVoyage
Exploring WebVoyage: Front End

Live Demo

• Brief Overview of the Interface
• Using browser tools to identify components
• Using browser tools to aid in customization
• Testing WebVoyage – Ports, Skins
Exploring WebVoyage
Back End
Tomcat WebVoyage Skin Directories

• vwebv/context/vwebv/ui/
  • Root directory for customized skins
• vwebv/context/vwebv/ui/en_US/
  • Default skin used by WebVoyage
• vwebv/context/vwebv/ui/exl_default/
  • Vanilla skin used by Support for troubleshooting
  • Customers should not make any changes to this skin
  • Customizations will not be preserved during upgrades / patches
• vwebv/context/vwebv/ui/sandbox/
  • Skin that can be used to practice customizations
  • All testing should be done in this skin or new customer-created skins

Exploring WebVoyage: Back End
Live Demo

• WebVoyage Directory Structure
• Tomcat – Logs, Utilities, and Configs
• Skins
• Testing WebVoyage – Ports, Skins
• Display, Configs, and Content Layout
WebVoyage

Data Flow

VOYAGER CONNECTION FLOW

PC
Cataloging
Browser
MS Access

Connection Key
HTTP
VACS
API
DB
Execute

Apache

Tomcat

/inet

Pcatsvr
Pkeysrv
Oracle

Listener

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WebVoyage
Configuration

Webvoyage Configuration: Live Demo

• webvoyage.properties
• display.xsl
• displaycfg.xml
• displayHoldings.xml
• server.xml
Webvoyage Configuration: Live Demo

- Creating/testing new skins
- Changing a record view
- Updating CSS
- Modifying page structure

Troubleshooting WebVoyage
Troubleshooting WebVoyage: common issues

- Apache is not running
- Tomcat Not Running/Broken
- XSL file is broken
- DOS attack

Apache v. Tomcat Errors

**Service Temporarily Unavailable**

The server is temporarily unable to service your request due to maintenance downtime or capacity problems. Please try again later.
Troubleshooting WebVoyage:
live demo

- XSL file is broken
- DOS attack
  - `cat/tail/grep | cut -d' ' -f1 | sort -n | uniq -c | sort -rn | head 10`

Configuring SSL
live demo

- `knowledge.exlibrisgroup.com/Voyager/Knowledge_Articles/What_steps_are_required_to_set_up_SSL_on_a_Voyager_server%3F`
Next Steps and Support Resources

- Include documentation links relative to the topic:
  - knowledge.exlibrisgroup.com/Voyager/Knowledge_Articles/What_steps_are_required_to_set_up_SSL_on_a_Voyager_server

- Additional support resources within the ExLibris Ecosystem:
  - Idea Exchange
  - System Status Pages: Single Tenant ENV / Multi-Tenant ENV
  - Developer Network

- **Technical Seminar Presentations**
  (located in the Cross-Product section of the CKC)

Session Survey Evaluation

Please use the following link [https://www.surveymonkey.com/r/techsem2017](https://www.surveymonkey.com/r/techsem2017) to provide feedback on your sessions.
THANK YOU