

The "Other" Players

- OPLIN – Ohio Public Library Information Network
- SearchOhio

Background

- Innovative customer since 1994
- Standalone turnkey system
- Move to Sierra January 2013
- Louisville joined 2016
- Server nearing end of life

Payflow integration upgrade information.

Security and safety are top priorities for Payflow, and being a paid partner to you is equally important. We announced last year our plans to strengthen our Payflow integration as part of a broader infrastructure security initiative. We're now sharing more details with you.

Payflow T1.2 version 4 upgrade

Payflow production endpoints are scheduled to be upgraded to T1.2 starting after June 30, 2017. When that happens, we'll no longer support T1.0 versions 1.0 and 1.1.

In preparation for this upgrade, you'll be able to test your integration in the Payflow Test environment after February 15, 2017. We strongly encourage you to adjust your configurations and test your integrations prior to the Payflow Production upgrade, currently scheduled starting after June 30, 2017.

For more information on the Payflow T1.2 upgrade, see our video [T1.2 and T1.1 Upgrade Milestone](#).

Support for the deprecated integration under T1.0 ends 1/31/18. Support for the deprecated integration under T1.2 (1.0.1-1.1.1) ends 6/30/17 for the deprecated integration.

Frequently asked questions

How do I make these changes? 



Talks with Innovative

- 4 year-old server was not compliant
- OS upgrade necessary
- Was server robust enough to handle?
- Info gathering at IUG
- Now was the time to migrate to hosted



More negotiations

- Not as simple as we thought
- New contract needed
 - 1994 contract no longer applicable
 - New perpetual license agreement 2017



Great!

AWS Hosting + Sierra 3.1 = PayPal happy



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- Deadline Looming
- June 20 – migration to hosted/Sierra 3.0
 - June 20-June 27 – Resolve migration issues
 - June 28 – Upgrade to Sierra 3.1
 - June 30 – PayPal deadline for upgrading
 - July 1 – Everything still worked!
- The slide has a dark green background with a decorative vertical strip on the left. The title 'Deadline Looming' is in yellow text at the top. Below it is a bulleted list of events in white text.

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- The Process
- Allow 4-6 weeks to schedule
 - Can only be done M-Th, 8 a.m.-5 p.m. PDT
 - Able to work out 9 a.m. EDT start time
 - Plan to be down all day
 - Could take as little as 2-3 hours
 - Started testing 10:30 a.m.
 - Everyone back online about 1 p.m.
- The slide has a dark green background with a decorative vertical strip on the left. The title 'The Process' is in yellow text at the top. Below it is a bulleted list of details in white text.



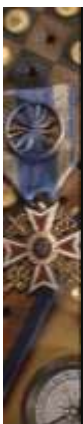
The Nitty Gritty

- New IP numbers
 - App Server
 - Database Server
- DNS needed CNAME alias entries
 - roc.rodmanlibrary.com → rodma.iii.com
 - OPLIN handled
- SSL and domain name
- WAM, web links
 - OPLIN proxy service




Prep Phase - Innovative

- Builds new hosted server
- Performs test database copy
- Prepares current Sierra systems for migration



Prep Phase - Rodman

- Contact vendors for IP change
- Make sure clients are pointed to domain name, not IP
- Send list of IPs to Innovative for access
 - Sierra Desktop App
 - SQL
 - Admin Corner (SSH access to server)
 - Express Lane
 - Patron API



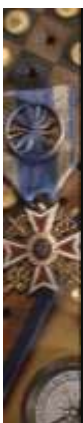
Prep Phase - Rodman

- Vendors contacted that use Patron API
 - Axis 360 (B&T)
 - Hoopla (Midwest Tape)
 - OverDrive (State Library)
 - Syndetics/LTFL (Proquest/LibraryThing)
- Limit Network Access table
 - Internal IP addresses → External IP addresses
- Notify SearchOhio (INNReach)
- Bookmobile access via static IP for MiFi devices



Migration Day - Innovative

- Halt Sierra and disable access
- Migrate software and database
- Reconfigure system for hosted access
- Startup and test Sierra
- Troubleshoot with library



Migration Day - Rodman

- Modify DNS for new servers (OPLIN/OIT)
- Be prepared to test access and functionality
 - Key Rodman staff
 - Key Louisville staff
- Have IT staff available to address network/DNS issues
 - OPLIN



Migration Day

- No one could login
 - No webPAC
 - No SearchOhio
 - No digital download services
 - No Envisionware services
 - No Express Lane
 - No Teleforms



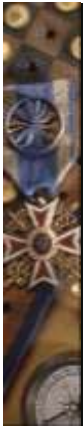
Migration Day

- BEFORE staff get any access...
 - TEST, TEST, TEST
- Be sure you can login to:
 - Admin corner
 - SDA
 - Local database – staff and public sides
 - Express Lane
 - Quick Click



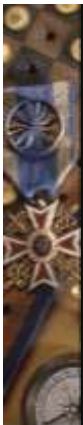
Migration Day

- Sierra post-event checklist
 - After IT staff check logins
 - Pick key staff to test their area of the system
 - Have team report any issues to IT



Bumps in the Road

- SMS through OPLIN worked fine
- Email notices fine except to ATT & SBCGLOBAL
 - Bounced as spam
 - Fixed by altering the FROM address
- “No licenses available”
- Old DNS links not mapped to CNAME roc.rodman.lib.oh.us



Bumps in the Road

- Unable to access text-based Reference Database
 - Needed to update DNS for alias roc.rodmanlibrary.com:81 = allianceindex.com
 - Administrative side not accessible through Admin Corner
- Teleforms Server
 - ODBC needed new IP



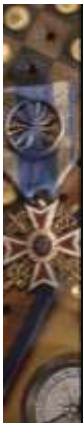
Pot Hole in the Road

- Quick Click
 - Could not connect to Sierra
 - Passwords reset
 - IPs OK in Limit Network Access
 - Permissions? Could connect through FileZilla
 - Vendor IPs needed to be added to AWS firewall
 - Ports not open on firewall
- Took 2 weeks to fix



Pros for Migrating

- No more tapes to change or buy
- Updates done by Innovative
- Restarts can be scheduled during the night
- No OS upgrades to maintain
- Better for budgeting
- Server room is quieter!
- Redundancy for uptime
- Harder to access remotely (security)




Cons for Migrating

- Harder to access remotely (staff login)
- A bit more expensive
- If using IPs for SDA or other access, all need to be changed (WAM)
- No visual access



Neutral for Migrating

- FTP and Telnet – gone
- Network printers – gone
- SSL certificates



How's It Going?

- Speeds
 - Same or better as in-house turnkey
- Updates
 - Easy to schedule
- Internet down at one library doesn't affect other library



Questions?

Surviving Migration to Hosted

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