

Talis Support Newsletter - Issue 2

29th October 2004

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Welcome to the second edition of the **Talis Support Newsletter**. We have received some very positive feedback about the first issue – thank you for your comments. We welcome any queries or suggestions that you may have for this or future newsletters. Please use the Services Forum to post your views: www.talis.com/forums

Important Announcements

Talis IP Changes and the ftp server

As you are probably aware, Talis relocated to the Birmingham Business Park in early September so our IP addresses have changed. In some of our technical documentation, you will find references to the (ftp.talis.com) dns name and IP addresses 194.80.17.X and 194.80.16.2 for accessing our ftp server. These IP addresses are no longer valid so please **remove all references to 194.80.16.2 and 194.80.17.x from your firewalls.**

If you have any queries or comments about IP address changes and the ftp server, please post them on the Talis Forum, www.talis.com/forums.

Talis Prism and DMZ

When editing Talis Prism files, it is best practice to always use the Webmin facility, and avoid editing files directly. It is also advisable to test each change before proceeding with the next amendment, as it becomes difficult to find the cause of a problem if several changes have been made at once. Talis Prism allows for a test interface to be set up to test any changes.

Customers who have a Talis Prism DMZ - LAN setup need to ensure that when you reboot the servers, you bring the server in the LAN up **before** the server in the DMZ.

Talis Insight 2004 Conference and Exhibition

The Support Team are looking forward to welcoming you at **Talis Insight 2004**, our two-day conference and exhibition at the National Exhibition Centre, Birmingham on November 9th and 10th. The event is an excellent opportunity to see the wide range of Talis library products present and future, which will be demonstrated in our Talis Zone area. These include:

- Version 2.0 of our powerful library management system **Talis Alto** (due for release shortly).
- **Talis Mobile**, our solution for mobile libraries, housebound services and School Library Service operators.
- Version 2.0 of the **Talis Prism** user information environment, which now includes a saved searches facility.
- **Talis Message**, the 24 / 7 loan renewal tool, which also offers the ability to send, recalls, overdue, etc. as SMS and Voicemail messages.
- **Talis List** version 2.3, the newest incarnation of our system for collection management and creating reading lists.

We will be on hand during the two days to answer your questions and help to resolve issues face-to-face. For further information on the Talis Zone, visit the Talis Insight 2004 website at www.talis.com/insight2004.

Tips and Tricks – Are You Following ‘Talis Best Practice’?

Rebooting Talis Prism

In our last issue's Tips and Tricks, we published the following:

“It is strongly advised that Talis Prism customers should reboot the system every morning. This can be done early in the morning via the cron.”

Following customer comments regarding the length of time it takes to reboot the entire machine, rebooting the tjb server is sufficient. For information about how to restart the tjb server using the cron, please refer to the FAQs section in this issue.

Talis Best Practice – Weekly Tasks

In this edition we will look at some of the weekly tasks that we recommend for Talis ‘best practice’:

1. Run Archive Trandumps

As this is a routine task, we recommend that you run this using the cron. A typical cron line would look like the following:

```
00 10 * * 2 /bin/su - ops -c "archive_trandumps>/var/tmp/archive_trandumps.log" 2>/var/tmp/archive_trandumps.err
```

Note: Please change the time and day accordingly. Also, make sure that the tape is changed after archive_trandumps and before the next full_dbdump.

Running archive_trandumps not only backs up your trandumps to tape, which may be required if the system needs to be rebuilt, but it also clears critical space from the /scratch file system.

2. Run Database consistency checks (Checkstorage)

When customers were upgraded to Sybase 12, a new DBCC known as checkstorage was introduced. Checkstorage brings about a huge advantage in performance of database consistency checking. However, as Checkstorage does not bring any gain in performance for small databases, some customers continue to use checkalloc and checkdb.

Please check the DBCC output each week and if you notice any unresolved errors then contact Talis immediately so we can investigate.

3. Full File System Backups

We recommend that the software on your main LMS box be backed up once a week. Information on database backups and file system backups can be found at:

www.talis.com/customer_area/documentation/docs/legacy/manuals/sysman1/sysman3.htm_-_JHID_26

Important Reminder:

It is your responsibility to check the output from the full_dbdump script and report any concerns to Talis. The output is found in /var/tmp directory and the file will look like:

```
/var/tmp/full_dbdump.yyyymmdd.log.1.
```

You should pay particular attention to the 'data space used' section, which looks like this:

```
Total data space MB Data space used MB Percent used
-----
6090.0          3831.0          63.0
22:48:10 full_dbdump Database prod_talis is 63.0% full
```

In this example it shows that the database space is 63% used, which is quite normal. A warning may be displayed, stating that the table size is too small. This indicates that the update_stats script will not complete successfully and that the database will need expanding. When this happens, please raise a call with Talis to resolve it before you run update_stats.

You can find further information on this and other recommended best practice by attending the 'Talis System Management' course. Details of Talis System Management and other courses can be found at: www.talis.com/services/training_courses/training.shtml

You may have your own best practices. Why not share them with other customers by posting them on the Talis Services Forum? www.talis.com/forums, or let us know and we will publish them in future issues.

Frequently Asked Questions (FAQs)

Talis Support receives a vast number of questions and has a large knowledge base. In this section, we will be covering some of the most frequently asked and topical questions.

Why isn't Limit by Location working in Talis Prism?

Limit by Location has to be set up in Webmin. In Operational Parameters, search rules set Limit by Location to 'true', 'submit' and 'apply changes'.

Why isn't the link to browse a similar keyword or title working when you don't get a match?

This will happen if you have switched off search panel in the search results screen. A workaround is to switch search panel back on for search results via Webmin, Look and Feel.

Why won't IP masking work?

If more than one IP mask is specified only the first one will work, the rest are ignored. This is a known defect which will be fixed in Prism 1.2.

How do I get new tags to right align?

This is a defect in Talis Prism where new tags added are not right aligning. We are advising that changes are only made in this area if absolutely necessary, as this area is under major development and will change in a future version of Talis Prism.

How do I get CSA1 working as a data source?

CSA1 is a ZTarget but Talis Prism is not yet able to search as a data source.

Does Talis Prism support NCIP standards?

Not currently but we are considering this for a future revision of Talis Prism.

How do I restart Talis Prism via the cron?

To set up a cron line to restart Prism you need to do the following:

1. Log on as root user on your Talis Prism server and type crontab -e to edit the cron.
2. Add a line similar to the one shown below:

```
00 05 * * * su - talisie -c "/usr/opt/til/talisie/bin/tjb_restart.sh
>/var/tmp/tomcat_restart.log"
```

This will restart Talis Prism at 5:00am each morning.

I cannot load the 2004 EDI BIC codes on tutor_talis, even though I have loaded the 2002 update.

If you have not upgraded prod_talis with the 2002 update first, then the 2004 update on tutor_talis may not work. Upgrade prod_talis first and then tutor_talis.

Useful Resources

This section is to share useful Internet resources. If you would like to share your own helpful links with our readers in future issues, please email mohammed.hossain@talisis.com.

Talis Solutions: <http://support.talis.com>

Talis Support: www.talis.com/support

Talis Forums: www.talis.com/forums

Talis Documentation: www.talis.com/documentation

Talis Products: www.talis.com/products

Meet the Team

In the last issue, we briefly introduced all the members of the Support Team. In this issue, we present a profile of **Mark Summers**:

Name: Mark Francis Joseph Summers, BSc (Hons), SCSA

Role: Technical Support Analyst

History at Talis: 3½ years, including one year as a placement student

Speciality: Certified Solaris 8 Administrator and Sybase Administration

Hobbies and Interests: Mark is interested in water sports, football, squash and classic cars. Recently he has fully restored a classic mini, of which he is very proud. Mark is a bird lover and used to breed and show budgerigars.

Comments, Feedback and Contacts

Please let us know what you think of the Talis Support Newsletter. We want to hear your views and contributions so we can share them with our community of customers, and of course use them to improve our products and services to you. You can contact us via email support@talisis.com or call +44 (0) 870 400 5400.

If you feel any of your colleagues would benefit from reading the Talis Support Newsletter, please feel free to share it with them. To unsubscribe from the Talis Support Newsletter, please email mohammed.hossain@talisis.com.

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