



## Talis Support Newsletter - Issue 4

January 2005

In this issue:

- [Important Announcements](#)
- [Tips and Tricks – How to Minimize Downtime Due to Hardware Faults](#)
- [Frequently Answered Questions \(FAQs\)](#)
- [Meet the Team](#)
- [Comments, Feedback and Contacts](#)

Welcome to Issue 4 of the **Talis Support Newsletter**. We wish you all a very Happy New Year and hope you have a successful 2005 with Talis Support. We welcome any queries or suggestions that you may have for this or future newsletters. Please use the Support Forum to post your views: [www.talis.com/forums](http://www.talis.com/forums).

### Important Announcements

#### **Talis Knowledgebase – faster, more accurate search results now available**

A new, enhanced search facility for the Talis website has been launched. Talis Knowledgebase delivers high-speed results that are more relevant than ever thanks to an advanced option that lets you choose a specific section to query. As well as searching the entire website, you can narrow your results to a number of areas including Documentation, Solutions, Forums and Blogs.

You can access Talis Knowledgebase at [www.talis.com/knowledgebase](http://www.talis.com/knowledgebase) or by clicking the Search button at the top of any page of the Talis website.

Talis Knowledgebase is being constantly developed and improved, and your feedback is essential to this process. If you would like to comment on any aspect of Talis Knowledgebase, please post your comments on the [forum](#) or email [team.support@talis.com](mailto:team.support@talis.com).

### Hardware

Talis supplies a wide range of advanced information systems that run on different platforms, hardware and operating systems. The Support Team provides hardware support including initial diagnosis, resolution of many hardware issues and raising calls with relevant third party companies, such as Sun and Dell, on behalf of our customers.

Unfortunately hardware failure does happen, so hardware should be constantly monitored to detect any problems as early as possible so they can be corrected with minimum impact on your day-to-day business. Recently, some of our customers have had some hardware faults and due to lack of relevant backups have experienced prolonged downtime and data loss. Therefore, it is imperative that you take a proactive approach to monitoring and testing your hardware, carry out regular backups and follow best practices recommended by Talis and others.

In the [Tips and Tricks](#) section, you can find some of our recommendations on how to minimize downtime due to hardware faults.

### Borrower Finance History Solution

We have received reports from several libraries regarding performance within the Borrower Finance History display in Talis Alto. This is most commonly described as Finance History appearing to 'freeze'. Following investigation this problem has now been resolved in Talis Alto 2.0.

To support those libraries for which this is an urgent concern, we are making arrangements for you to acquire this solution in advance of the release of Talis Alto 2.0. Further information for obtaining this solution is available in the FAQs section at [www.talis.com/support](http://www.talis.com/support).

### **Your Invitation to see us up Close and Personal**

Talis is committed to ensuring our customers receive a personal, relevant and proactive Support service. Your feedback is vital in helping us provide this, so on Thursday 10 March Talis will be holding a Support Day to help you get the most from Support. As well as meeting the Support Team and touring the building, invitees will see first-hand how the Support process works, and will take part in workshops and surgeries including Fault Diagnosis Tools and Techniques, and feedback sessions to help us improve our services. We will be sending out invitations in the next few days. As space is limited, not all customers can be included this time, but this event will be held every quarter to ensure everyone has the opportunity to attend. If you would like to register your interest in attending a future Support Day, please email [maria.dawson@talis.com](mailto:maria.dawson@talis.com).

### **Talis Support RSS Feed Launched!**

We have recently launched our very own RSS Feed for Support. To get the latest Support news updates and important announcements, please add the following link to your RSS Reader: [www.talis.com/support/rss.php](http://www.talis.com/support/rss.php).

To find out more about RSS and how to get a Reader, go to [www.talis.com/rss](http://www.talis.com/rss).

### **Attention all Talis Alto Customers – are you Running the wku\_update Script?**

Talis Alto customers need to check if they are running the WORK\_UPDATE amendment script from their cron. The Talis Alto work import process inserts a new set of statuses into work\_update table to allow editing of the works before being picked up by the work\_exp\_dae and authorisor\_dae daemons. The WORK\_UPDATE amendment script will subsequently change these statuses so that they will be processed by the daemons as required. For further details, please see [www.talis.com/services/documentation/docs/legacy/sysman2/SM-115-RM-01.pdf](http://www.talis.com/services/documentation/docs/legacy/sysman2/SM-115-RM-01.pdf)

### **Save £400 on Talis Training in 2005 - Three Days Onsite Training for Just £2000!**

Talis is pleased to offer you a £400 discount when you book three days onsite training, enabling you to make the most of your investment in Talis products. If you wish to discuss which training options are best for you, please contact the Training Team on 0870 400 5419 or email [training@talis.com](mailto:training@talis.com).

### **Talis Alto Business-Specific Training – Book Two Events for £250**

We are holding some Talis Alto business-specific one-day events in January. These are £150 per event or book the same person on two events for £250. For details of these courses and others, please see [www.talis.com/training](http://www.talis.com/training). Business-specific Talis Alto courses are marked with an asterisk (\*).

### **Tips and Tricks – How to Minimize Downtime Due to Hardware Faults**

To minimize downtime due to hardware faults, here are some of our recommendations on what to backup and what log files to monitor:

1. You must **back up all your files systems**. To do this, please use the softdump or the ufsdump script. For more information, see Issue 3 of the Talis Support newsletter: [http://www.talis.com/downloads/supportnews\\_03.pdf](http://www.talis.com/downloads/supportnews_03.pdf).
2. You must **back up all your databases**. To do this, please use the full\_dbdump or dump2disk script. For more information, please refer to your System Management Course notes.
3. **Check the /var/adm/messages** log file for hardware and other error/warning messages. If you have any concerns, please investigate the messages yourself in the first instance and then contact Talis Support for further assistance.

#### 4. Checking mirrored systems

Many customers don't check the status of their mirrored disks. If you wish to check the status of the disks at any time you can run the "metastat" command. A handy way for checking this quickly is to filter for the word "Maintenance" or "Last Erred":

```
metastat | egrep -i "maint|err"
```

5. Ensure you clean your tape drives weekly and change your tapes regularly (see manufacturer's recommendation).

6. Test your hardware regularly. To test your Unix Server, please reboot it monthly. For more information, refer to Issue 3 of the Talis Support newsletter:

[http://www.talis.com/downloads/supportnews\\_03.pdf](http://www.talis.com/downloads/supportnews_03.pdf).

#### Frequently Answered Questions (FAQs)

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

#### **When I run loan\_select and try to create a query why do I get a syntax error on save?**

If following error message occurs:

*Msg 156, Level 15, State 1:*

*Procedure 'loan\_compress\_001', Line 6:*

*Incorrect syntax near the keyword 'return'.*

*Msg 208, Level 16, State 2:*

*Line 3:*

*loan\_compress\_001 not found. Specify owner.objectname or use sp\_help to check whether the object exists (sp\_help may produce lots of output).*

Remove any blank lines and line containing (return status = 0). It should now save correctly.

#### **I can't add one entry within Talis List; I get the following error "Sorry your last operation failed. Implicit conversion from datatype 'TEXT' to 'VARCHAR' is not allowed". Why is this?**

This is because one of the fields in the record has more than 255 characters. The work around is to minimise the field in questions and then carry out the addition.

#### **Issues are not showing despite setting up correctly in Talis Prism webmin. Why?**

In Parameter management (Talis Alto) or utilities, parameters (Talis Text), names, opac, subscriptions, add a display as value to active subscriptions so no longer suppressed.

#### **How does XP Service Pack 2 affect Talis Mobile, Talis Alto and Talis Offline?**

There are no significant issues running Talis Mobile, Talis Alto and Talis Offline on XP SP2. In Talis Mobile, a security message may display when data is loaded but this will not prevent successful data load. Similarly, on first installing Talis Alto onto a PC you will see a new security warning generated by SP2 stating "Publisher = Unknown Publisher" but this will not prevent successful installation.

#### **How do I change the date and time on client/Servers?**

Logon to the client or Server as root.

Check the current date and time using the **date** command:

```
# date
```

Now you can use the **date** command to change the date and time. For example to change to September 16th 2000 at 15:30 hours, enter the command:

```
# date 091615302000
```

The date and time will be echoed back.

For more information, please see the man pages by typing 'man date'.

### **How do I find out when a machine was last rebooted?**

You can use a number of different commands including:

```
#uptime
```

or

```
#who -b
```

This indicates the time and date of the last reboot.

### **Why isn't the unseen renewals count set back to 0 after a renewal at the counter?**

This is defect number 2580 and we are addressing it for the next release of Talis Prism.

You can see other Talis Support FAQs at [www.talis.com/services/help\\_desk/top10\\_faqs.shtml](http://www.talis.com/services/help_desk/top10_faqs.shtml) including how to check if cron is running and how to stop/start it.

### **Meet the Team**

In this issue, we present a profile of Jeremy Grayson:

**Name:** Jeremy Grayson BA (Hons), MA, MCLIP

**Role:** Support Analyst

**History at Talis:** Joined Talis in January 2004 from the public library sector, having been impressed by Talis Alto at his previous place of work.

**Speciality:** Circulation parameters (including training new customers in Circulation on Talis Alto); currently also learning Interloans and Unityweb.

**Hobbies and Interests** Jeremy is fluent in German and has many interests including horse racing, music, badminton, cricket, Scrabble, real ale, retro gaming, bus rallies, and Monty Python.

### **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@talis.com](mailto:support@talis.com) or call +44 (0) 870 400 5400.

If you have been forwarded this by a colleague and would like to subscribe to Talis Talk, please email [subscribe@talis.com](mailto:subscribe@talis.com). If you would like to unsubscribe, please email [unsubscribe@talis.com](mailto:unsubscribe@talis.com).

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