



Talis Support Newsletter - Issue 8

June 2005

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Welcome to issue eight of the **Talis Support Newsletter**, in which we give further details of the **Talis Customer Support Days** we are now offering. We welcome any queries or suggestions that you may have for this or future newsletters. Please use the Support Forum (www.talis.com/forums) to post your views on any aspect of Talis' products and services.

Important Announcements

Possible Problem with BORROWER Index

A problem has been discovered with the script **borrower.index** held in the directory **/usr/opt/blcmp/talis/database/index**. One of the "create" lines was commented out but it has been found that this comment is ineffective because it includes a "go" (even though the "go" is part of the comments). A syntax error will result if the script is run. You are advised to make a copy of the script and delete the lines containing the comments. To rectify the problem follow the instructions below. Logged on as talis:

```
cd $TALIS_HOME/database/index
```

```
cp borrower.index borrower.index.save
```

```
vi borrower.index
```

Delete the following lines from the script

```
/*  
create index BORROWER_INDY on BORROWER(INDEX_NAME desc)  
go  
*/
```

Save and exit the file.

Since this script is rarely, if ever, run outside the initial setup of the talis system, it is unlikely that this will have caused a problem. However, you are strongly advised to check that all your borrower indexes are present using isql:

```
$ isql -Usa -P  
1> use prod_talis  
2> go
```

```
1> sp_helpindex BORROWER
2> go
```

This should return 6 rows as follows:

```

index_name      index_description
index_keys

index_max_rows_per_page index_fillfactor index_reservepagegap
-----
BORROWER_INDA   clustered located on default
INDEX_NAME

0              0              0
BORROWER_INDB   nonclustered, unique located on default
BARCODE

0              0              0
BORROWER_INDC   nonclustered located on default
REGISTRATION_NUMBER

0              0              0
BORROWER_INDD   nonclustered located on default
GUARANTOR

0              0              0
BORROWER_INDX   nonclustered, unique located on default
BORROWER_ID

0              0              0
BORROWER_SITE   nonclustered located on default
HOME_SITE_ID

0              0              0

```

```
(6 rows affected)
(return status = 0)
1> exit
```

If the above 6 rows are **not** returned, you need to schedule a run of the newly-edited borrower.index script as soon as possible, preferably overnight or when no other users are logged in. The command line will be

```
$TALIS_HOME/database/index/borrower.index prod_talis
```

Talis Training in 2005: Forthcoming Courses

- 15th June 2005 – Financial Year Rollover
- 16th June 2005 – System Manager: Alto Parameters and Configuration
- 17th June 2005 – Alto Implementation
- 21st June 2005 – Venice Workshop (NB open only to libraries who have implemented Alto)
- 23rd June 2005 – Talis Alto to Prism: Cataloguing for Quality
- 24th June 2005 – Authority Control
- 29th June 2005 – System Management: Preparing for MARC21

For details on these and other courses, please see www.talis.com/training. If you wish to discuss which training options are best for you, please contact the Training Team on +44 (0) 870 400 5419 or email training@talis.com.

Talis Customer Support Days

The Support Day is a new free service in which Talis customers are offered the chance to experience Support first hand at the Talis offices in Birmingham. It has been designed to give attendees greater insight into how Support works, including the processes of raising calls; what information we require when raising them; how those calls are then worked upon by the Support team; and our commitments to customers in reaching a satisfactory conclusion to them.

There is also a large self-help element to the Support Day, and sessions are devoted to exploring the existing Talis help resources (such as the FAQs and Solutions) and also tools, techniques and tips to assist in self-diagnosis of certain problems (removing old log files, monitoring filesystem space, etc).

Surgery sessions are available at the end of the Day (subject to prior arrangement) for attendees who wish to work through particular problems face to face with an Analyst. An Improvement Feedback session is also held for all attendees to state their wishes for improvements, the list of which from the first Support Day, held in March of this year, is reproduced below together with the progress to date in responding to those wishes;

1. FAQs/Solutions dated

This has been implemented; FAQs on Knowledgebase now have a Last Updated field with a date.

2. Updated System Manager manuals

This is currently work in progress, due for completion this summer.

3. Updated attribute tables

The **Database Analyser** mentioned in last month's Newsletter is now available via the Talis Developer Network (q.v.), and can generate this information from customer's own databases.

4. Sort FAQs by area

This is already available and was demonstrated at the end of the Support Day.

5. Talsup user not left logged on customer systems

This is a user education issue; all Talis staff have since been reminded via our internal newsletter to log off customer machines promptly when work thereon has been completed.

6. Email confirmation/solution as well as verbal confirmation

This process has been implemented by the Support team after the Support Day.

7. System Manager manuals in pdf format

This is currently work in progress, due for completion this summer.

8. Relationship of Business Object universes and how these map to products

This has been passed onto the documentation manager and will be worked on at a later date.

9. "50,000 mile service/M.O.T" of system

Under consideration as part of the Services team's wider plan.

10. All open calls viewable in Solutions

This is already possible by going to My Colleagues Service Requests and ordering the Status column in descending order.

The next Support Day is scheduled for Thursday, October 6th, and bookings for this are already welcome; please contact Maria Dawson at med@talis.com or use the fax back form at www.talis.com/services/help_desk/support_day_06_10_05.pdf to book a place.

New Material from the Talis Developer Network

The details of logins, permissions, documents and other system information for Business Objects is held in **bo_repository** on the MIS server. For BusinessObjects or WebIntelligence to operate the applications must be aware of the location and access details of this database. The file **BOMain.key** contains all these details, but it can become out of date and need rebuilding if changes are made to the network settings or machine hardware. A new TDN article explains how to perform a rebuild for BusinessObjects 5i.

The script **res_work_list** produces lists of Works against which the same number or more reservations have been placed than a user-specified figure. A new variation of this script allows lists to be compiled of items without class marks, thereby enabling users to compile fiction reservation lists for the first time.

Also now available are;

- a guide to emulator keyboard mapping to enable function keys to work in Talis Text,
- a Business Objects article detailing the concept of Freehand SQL (commands input and run without using the supplied universes) and how to use these within BO,
- the documentation for running **edi_claims_swets.pl** and **noswets_claims.pl**, the scripts developed by Stuart Rawson at Queen's University Belfast to permit direct sending of EDI claims to Swets,
- details on how to use **borr_pin_letter**, a script which generates letters informing library users of their PIN numbers.

Please remember that this material is only accessible by signing up to the *Talis Developer Network*. For more information on the material, or to acquire a login if you have not already done so, please visit www.talis.com/tdn/index.shtml.

Meet the Team

In this issue, we present a profile of Mohammed Hossain:

Name: Mohammed Hossain (MSc, SCSA)

Role: Technical Support Analyst

History at Talis: Mohammed joined Talis in December 2003 having previously worked for Marconi and Vega as a software engineer.

Speciality: Certified Solaris 8 Administrator and Sybase Administration..

Hobbies and interests: Mohammed is an active sportsman and a keen footballer. He enjoys traveling, visiting the countryside and nature reserves.

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. You can contact us via email support@talis.com or call +44 (0) 870 400 5400.

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