ILLiad Migration & Server Upgrade: From Your Library's' IT Point of View

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About Me

• Bachelor of Science in Computer Science
• 15 years Experience in IT and Systems
• Web and Application Developer
• Worked as a System Administrator and Application Developer

• 4 Years at Binghamton University Library
• Maintain 150 Staff PCs and Servers
• Help Train Staff on New and Existing Technologies
• Current MLS Graduate Student at UB
Why We Did a Full Install

• Server was approaching end of 5 year life cycle
• Server running Windows Server 2003 32 bit
• SQL Server 2000
• Illiad 8.3 Unicode Conversion only SQL 2005 or Higher

Illiad 8.3 SQL Upgrade Scripts will not work in SQL Server 2000
Before Doing a Migration

Self Install vs. Atlas Install

- Install Documentation Online
- Full IT Support
- Knowledge is MS SQL
- Knowledge in Windows Servers
- Recommend hardware configurations
- Verify the database transaction log
- Verify that SQL backups are being done on a regular/daily basis
- Verify all services are running with appropriate permissions
- Backup the existing database and migrate it to the new server
- Ensure the PDF files are removed from the server
- Disable all services and the database on the old server
- Clean out any retired versions of executables
- Upgrade ILLiad to the latest released version.
- Provide a simple downtime message on the ILLiad web
- Assist with firewall troubleshooting
- Verify that any ODBC usernames for custom reports

Note that if you choose to perform a migration on your own using this documentation and have problems, Atlas will need to charge the full migration fee ($1800) to assist and perform this migration for you.

Atlas Systems performs the ILLiad server migration for $1800 fee
System Configuration

Hardware - Minimum Requirements
• Intel Pentium 4 2Ghz or greater processor
• 4 GB of RAM minimum. More ram will substantially increase system performance.
• 36GB hard drive
• Ethernet connectivity to the internet/intranet
• Compatible backup device

Software - Minimum Requirements
• Windows Server 2008 (Standard) using Internet Information Services 7.0 or Windows Server 2003 (Standard) using Internet Information Services 6.0
• Microsoft SQL Server 2012, Microsoft SQL Server 2008 R2 (Standard), Microsoft SQL Server 2008 (Standard) or Microsoft SQL Server 2005 (Standard)
• External SMTP Server for sending Emails

Hardware - Optimum Configuration
• Intel Xeon 3Ghz or greater processor
• 8GB of RAM
• 72GB high speed hard drive
• Ethernet connectivity to the internet/intranet
• Compatible backup device

Software - Optimum Configuration
• Windows Server 2008 R2 (Standard)
• Internet Information Services 7.5
• Microsoft SQL Server 2012 or 2008 R2 (Standard)
• External SMTP Server for sending emails

https://prometheus.atlas-sys.com/display/illiad/Server+Hardware+and+Software+Requirements

Binghamton University Libraries
Connect • Discover • Create
Default Illiad Install

Select Features
Select the features setup will install.

Select the features you want to install, and deselect the features you do not want to install.

- **ILLiad Server**
  - Create the ILLiad Database
  - Create the ILLiad Website
  - Server Share Files
  - System Manager
  - Connection Manager
  - Odyssey Manager
  - ISO Manager
  - ILLiad Client
  - Rapid Manager
  - SQL Alias Manager

170.53 MB of space required on the C drive
51500.81 MB of space available on the C drive
Services Don’t Start

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Status</th>
<th>Startup Type</th>
<th>Log On As</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILLiad Connection Manager</td>
<td></td>
<td></td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>ILLiad Odyssey Manager</td>
<td></td>
<td></td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>ILLiad Rapid Manager</td>
<td></td>
<td></td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>ILLiad System Monitor</td>
<td></td>
<td></td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>Interactive Services</td>
<td>Enables use</td>
<td>Manual</td>
<td></td>
<td>Local System</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>Provides n</td>
<td>Disabled</td>
<td></td>
<td>Local System</td>
</tr>
<tr>
<td>IP Helper</td>
<td>Provides a</td>
<td>Started</td>
<td>Automatic</td>
<td>Local System</td>
</tr>
<tr>
<td>IPsec Policy Agent</td>
<td>Internet Pr</td>
<td>Started</td>
<td>Automatic</td>
<td>Network Service</td>
</tr>
<tr>
<td>KtmRm for Distributed</td>
<td>Coordinate</td>
<td>Started</td>
<td>Automatic</td>
<td>Network Service</td>
</tr>
<tr>
<td>Link-Layer Topology</td>
<td>Creates a</td>
<td>Manual</td>
<td></td>
<td>Local Service</td>
</tr>
<tr>
<td>Microsoft .NET Framework</td>
<td></td>
<td>Disabled</td>
<td></td>
<td>Local System</td>
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</tr>
</tbody>
</table>

Start the service
Reboot, Reboot, Reboot

Press CTRL + ALT + DELETE to log on.
Default Restart Computer

![Image of ILLiad System Manager Properties (Local Computer) dialog box]

- First failure: Restart the Computer
- Second failure: Restart the Computer
- Subsequent failures: Restart the Computer
- Reset fail count after: 0 days
- Restart service after: 1 minutes
- Enable actions for stops with errors

Run program:
- Program:
- Command line parameters:
- Append fail count to end of command line (\%\%fail=\%\%)

[OK] [Cancel] [Apply]
SQL Service is Key
Safest Startup
Default Restart Service

COM+ System Appl... Manages t... Started Manual Local System

ILLiad System Manager Properties (Local Computer)

General | Log On | Recovery | Dependencies

Select the computer's response if this service fails. Help me set up recovery actions.

First failure: Restart the Service
Second failure: Restart the Service
Subsequent failures: Restart the Service

Reset fail count after: 0 days
Restart service after: 1 minutes

Enable actions for stops with errors.

Run program:

Program: Browse...

Command line parameters:

Append fail count to end of command line (/fail=%1%)

Interactive Service Enables us...
ILLiad Services Running

The Services (Local) window showing the status of various services, including:
- ILLiad Connection Manager (Started, Automatic, Local)
- ILLiad IDS Service (Started, Automatic, Local)
- ILLiad ISO Manager (Started, Automatic, Local)
- ILLiad Odyssey Manager (Started, Automatic, Local)
- ILLiad Rapid Manager (Started, Automatic, Local)
- ILLiad System Manager (Started, Automatic, Local)
- Interactive Services Detection (Started, Manual, Local)
- Internet Connection Sharing (Disabled, Local)
- IP Helper (Started, Automatic, Local)
- IPsec Policy Agent (Started, Automatic, Local)
- KtmRm for Distributed Transaction (Started, Automatic, Net)
- Link-Layer Topology Discovery (Started, Manual, Local)
Try ISO Install Alone
Services End Up Missing

Windows could not start the ILLiad Rapid Manager service on Local Computer.

Error 3: The system cannot find the path specified.
Failed to Uncheck DB

Error 27506. Error executing SQL script createdatabase.sql, Line 5. Incorrect syntax near the keyword 'ON'. (156)
Solution Uncheck DB

Select Features
Select the features the setup will install.

Select the features you want to install, and deselect the features you do not want to install.

- [ ] ILLiad Server
- [ ] Create the ILLiad Database
- [ ] Create the ILLiad Website
- [ ] Server Share Files
- [ ] System Manager
- [ ] Connection Manager
- [ ] Odyssey Manager
- [ ] ISO Manager
- [ ] ILLiad Client
- [ ] Rapid Manager
- [ ] SQL Alias Manager

0.00 MB of space required on the C drive
5104.32 MB of space available on the C drive

InstallShield
Trying to Start IDS Service

Windows could not start the ILLiad IDS Service service on Local Computer.

Error 1067: The process terminated unexpectedly.
Logical Step Uninstall

IDS Service - InstallShield Wizard

Do you want to completely remove the selected application and all of its features?

Yes  No
SA Fails Uninstall

Error 27502. Could not connect to Microsoft SQL Server ". Login failed for user 'sa'. (18456)
The Mystery User/Password
Like Magic It Appears
Important Illiad Serve Tools

Note: Component Services contains both
  • Services
  • Event Viewer
Contact Info:

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Slides:

http://library.binghamton.edu/m/IDSSLIDES/IDS2013Migration.pptx

Blog:

http://juandenzer.blog.com/