What happens after I schedule an upgrade for our ILLiad Hosted Server?

Symptom

• You scheduled a day and time for your upgrade, and you want to know what takes place next

Applies to

• ILLiad

Resolution

Here is what will happen after you schedule the upgrade.

1. You will receive an email from any of the contacts you set up the scheduler letting you know the date and time you scheduled the upgrade will take place. If you do not receive an email within a day, please let us know.

2. The time you scheduled is Eastern Time. We expect the system to be updated within a two hour time period. During that time we turn off the Web Services, so no patrons can use the system. Also, no librarians should use the system during this time because your work might be lost during the upgrade.

3. You might want to post a Web Alert for your patrons so they know ahead of time the system will be down. Please follow the Creating Web Alerts documentation.

4. After the upgrade is complete, your contacts will be sent another email telling you the upgrade is complete.

5. At this point, you upgrade your ILLiad Clients to the newest version. You can download the latest version from the ILLiad Downloads.

6. We will follow up with you to make sure everything is working properly.