Find information for installing and upgrading Relais version 2020.x for Relais ILL.

**Supported operating systems**

- Windows XP Sp3
- Windows 7 (32bit and 64bit)
- Windows 8.1 (32bit and 64bit)
- Windows 10 (32bit and 64bit)

Note: If you are not using the Relais Hosted service, please contact Relais Support prior to upgrading to Relais 2020 for more detailed instructions.

**Introduction**

Starting with Relais 2019, a single build is used for all Relais products. At the beginning of the install/upgrade, you will be prompted to identify the product you use. The update will only apply to the changes relevant to the product you select.

Relais 2020, also includes auto-update software that will be installed on each workstation. This allows Relais to issue updates about which customers can be notified automatically. Once the notification is received the update can be downloaded and applied.

For Relais ILL customers installing to a shared network location, please be aware that the first workstation on which you install Relais 2020, you must select either the "Relais ILL (not hosted)" or "Relais ILL (hosted)" product as appropriate. Once that is complete, for all other workstations, select the 'Workstation' option from the list of products.

**Download and unzip Relais 2020.x**

Ensure that you have Administrator rights on the workstation(s) to which you are applying the update.

Relais ILL customers who use a shared network drive, be sure to install/update your primary environment first by selecting Relais ILL (hosted) or Relais ILL (non-hosted) from the product list.

Once this is done, install/update your remaining workstations by selecting Relais Workstation from the product list.

1. Download the current build from the North American server.
2. Unzip the build to the desktop of the workstation. The setup icon displays.
3. Launch the setup icon and acknowledge any User Account Control messages.

Note: You no longer need to right click the setup icon and 'Run as Administrator'. This requirement has been built into the application.

**Initiate the installation**

1. Once extracted, the 'Welcome to the Relais 2020 Installation' window appears.
2. Click Next.
3. Accept the License agreement terms on the next screen.
4. Click Next.
Select which product to install

1. Enter the name of your organization (Optional).
2. Select the appropriate 'Product' from the drop down list.
3. Click Next.

Notes:

- Product definitions are provided below.
- If you are not sure which product to install, please contact Support.

Caution:

Relais ILL customers who use a shared network drive, be sure to install/update your primary environment first by selecting Relais ILL (Hosted Service) or Relais ILL (not hosted) from the product list.

Once this is done install/update your remaining workstations by selecting Relais Workstation from the product list.

Specify the destination folder

By default, the destination folder is "C:\Relais2020".

You will need to change the destination folder if your institution has a specific location to which you have already
installed a previous version of Relais. Use the "Change..." button to select the destination folder you wish to use.

Once you have selected the destination folder for Relais 2020 click on Next.

Note: If you do not see the drive on which Relais is installed it is because the Windows UAC (User Account Control) is preventing the installation package from seeing any network locations. Follow the solution outlined in this Microsoft article: https://technet.microsoft.com/en-ca/library/ee844140(v=ws.10).aspx

Installation

1. Once you click Install, the install process starts. The entire process may take several minutes to complete.
2. Click Finish.

Install/update all remaining workstations

For Relais ILL customers using a shared network drive once the primary environment is installed/updated with the appropriate Relais ILL product repeat Steps C through G on the remaining workstations. Select Relais Workstation from the product list.

If you use the default Windows “SQL Server” driver to create the windows ODBC connection after installing 2020.x, ensure that the “UseEncryption” option is set to N in your Relais.ini
If you wish to enable the encryption of the database connection you must select a Native SQL server driver from the list of potential drivers when running the CreateODBC application. More information can be found on the [Relais 2020.x install/upgrade FAQ](https://help.oclc.org/Resource_Sharing/Relais_ILL/Relais_2020.x/Install_and_upgrade_for_Relais_ILL) page.

## Product Descriptions

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>DESCRIPTION</th>
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| **Relais ILL (Hosted Service)** | • Installs/updates Relais ILL applications and dlls required by customers who are using the Hosted Service.  
• Is installed on the workstation from which the Relais applications run, i.e., from a shared drive.  
• **Must** be installed/updated on the workstation from which the Relais applications run prior to installing/updating the remaining Relais workstations. |
| **Relais ILL (not hosted)** | • Installs/updates Relais ILL applications and dlls required by customers who are **NOT** using the Hosted Service.  
• Is installed on the workstation from which the Relais applications run, i.e., from a shared drive.  
• **Must** be installed/updated on the workstation from which the Relais applications run prior to installing/updating the remaining Relais workstations. |
| **Relais Workstation** | • Installs/updates only the dlls that needed for running Relais applications. **No** Relais applications are install on the workstation.  
• For use by Relais ILL customers that run Relais applications on a shared drive.  
• This option can be used to add the Relais workstation to your Relais hosted or non-hosted environment.  
• **Must be selected after** you have updated either the Hosted Service or non-hosted product on your primary Relais Workstation.  
• RelaisILL.dll (2016)  
• RelaisNCIP2016.dll |
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<tr>
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<tbody>
<tr>
<td>RelaisSearch2016.dll</td>
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