OCLC Amlib

Library Management System

DIY/SIP2 as 'Middleware Gateway' Installation and User Guide

Version 5.3

Last Updated: 4 July 2013

Only for customers who have purchased the *Amlib DIY/SIP2 Module*.

Support:

Australia: 1300 260 795 (Local call cost in Australia)
Email:
support-amlib@oclc.org
Amlib Help Desk (TOPDesk):
https://servicedesk.oclc.org/tas/public/
OCLC Amlib Document Portal:
https://www.oclc.org/support/services/amlib.en.html

Sales:

Australia: 1300 260 795 (Local call cost in Australia)
Fax: +61 (0) 3 9929 0801
Email: sales-amlib@oclc.org

www.oclc.org/en-AU/

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WELCOME

Welcome to the *Amlib DIY/SIP2 5.3 Module* Installation Guide for the *Amlib DIY (Self-Service) Module*.

This is a major release updating the DIY/SIP2 module. The complete installation time is estimated at less than one (1) hour to complete.

BEFORE YOU BEGIN THE INSTALLATION…

Read the Installation Notes First

Please carefully read the entire installation guide prior to commencing the actual *DIY/SIP2* release installation.

If you have any questions please submit a support request via TOPdesk. If you do not know your TOPdesk login, please email support-amlib@oclc.org and we will email it to you.

Amlib Help Desk (TOPDesk): https://servicedesk.oclc.org/tas/public/index.jsp

Please Note: This installation process is for existing *Amlib* customers who have purchased the optional *DIY (Self-Service) Module*.

WARNING: Please make sure that the latest version of the *Amlib Client* is installed and operational on the Self Issues workstation BEFORE installing the *Amlib DIY (Self-Service) Module*.

Serial Numbers Required for Installation of Amlib Modules

The *Amlib DIY/SIP2 5.3 Module* installation requires a serial number. If you did not receive a serial key for the modules that your library has purchased you should contact OCLC before commencing the upgrade.

AMLIB Supported Operating System Requirements

PC Client

Hardware	• *Amlib* support recommend *Pentium 4* CPU and above for best performance
Operating System	• Windows XP, 2000, Vista, Windows 7
Memory (RAM)	• Minimum 256 Mb for Windows XP • Minimum 256 Mb for Windows 2000 • Minimum 1GB for Windows 7 • Minimum 1GB for Windows Vista
Hard Disk	• 150 Mb Free Disk Space (if installed on local HDD)
Display	• SVGA (800x600) minimum
RDBMS / ODBC Driver Software	• Relevant *Microsoft SQL Server ODBC Driver* installed (minimum MDAC 2.6 and above) • *Oracle Net8* (SQL * Net) is required

Interface and Security System Link	• SIP2 Compatible via TCP/IP or Serial Port
	• Certified vendors:
	  ○ *3M*
	  ○ *Raeco*
	  ○ *Talking Technologies*
	  ○ *Queensland Library Supplies*
	  ○ *STi LogiTrack RFID*
	  ○ *EnvisionWare*
	  ○ *Smart Library*

Please Note: To assist with email support we highly recommend that the default installation folders suggested in the following notes be retained.

For example:

- *Amlib Client* software: **C:\Amlib** (or **D:\Amlib**, **E:\Amlib**)

DIY SELF ISSUES & SIP2 GATEWAY PRODUCT OVERVIEW

The *Amlib DIY (Self-Service) Module* can be configured as:

- Patron Self Serve application, either on kiosks or PC's (not covered in this document)
- "Middleware" Application Gateway providing a **SIP2** gateway to the *Amlib* database for other systems such as Overdrive, Wheelers, Bolinda, *TalkingTech iTiva* telephone renewal, *3M Self Check*, *STi LogiTrack* RFID, *EnvisionWare* and *SmartLibrary*

This document outlines how to configure it as a SIP2 "Middleware" gateway.

Amlib DIY Module as "Middleware" Gateway

For libraries that have installed Self Serve systems and software from other vendors, the *Amlib DIY Module* acts as "middleware" application gateway between their Vendor's Self Serve system and the *Amlib* database. In this environment the *Amlib DIY Module* can be installed as a background application, and in most cases using the standard SIP2 protocol (SIP2 is a standard interface / protocol for integrating library management circulation functions with 3rd party vendors).

As of July 2012 the vendor systems that the *Amlib DIY Module* has certified integration with are:

- *3M Self Check*
- *Raeco Fast Track*
- *EnvisionWare*
- *QLS*
- *STi LogiTrack* RFID
- *SmartLibrary (FE Technologies)*
- *Overdrive*

INSTALL AMLIB CLIENT ON DIY WORKSTATION/SERVER

The *Amlib Client* needs to be installed on the DIY Workstation or server, and connectivity to the database confirmed **PRIOR** to the installation of the *Amlib DIY Module*.

PLEASE NOTE: If the *Amlib Client* is already installed on the workstation you can skip this section and proceed to Install Amlib DIY (Self-Service) Module.

***IMPORTANT**: Please ensure that you have **full read/write** access to the **\Amlib** folder on your DIY workstation (for example: **C:\Amlib**) and that you are logged in with Administrative Privileges.*

The *Amlib 5.3 Client* installer is available on the OCLC Website, under Setup Programs>Amlib Client:
https://www.oclc.org/support/services/amlib/downloads-software-updates/version5-3/setup-programs.en.html
(contact *Amlib* support if you require a login to this website)

INSTALL AMLIB DIY/SIP2 MODULE

Please Note: This is only for libraries that have purchased this optional module.

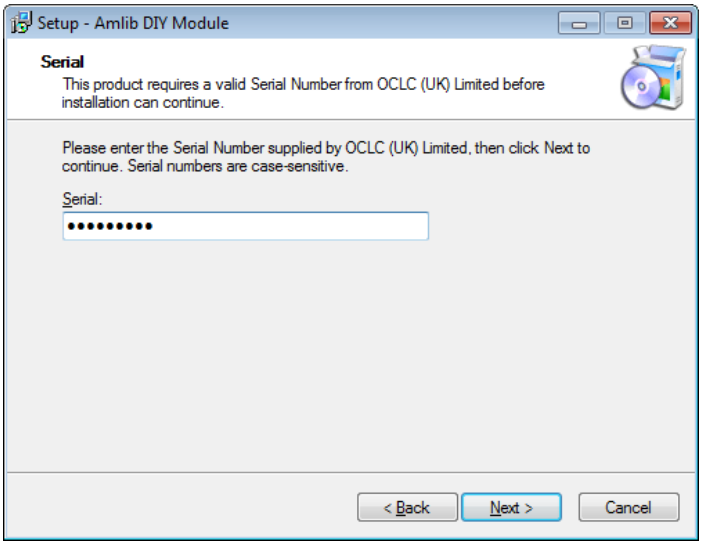
The *Amlib DIY Module* is installed in the same folder as the *Amlib Client*, so it is important that the latest version of the *Amlib Client* be installed **BEFORE** proceeding.

***IMPORTANT**: Please ensure that you have **full read/write** access to the **\Amlib** folder on your DIY workstation (for example: **C:\Amlib**) and that you are logged in with Administrative Privileges.*

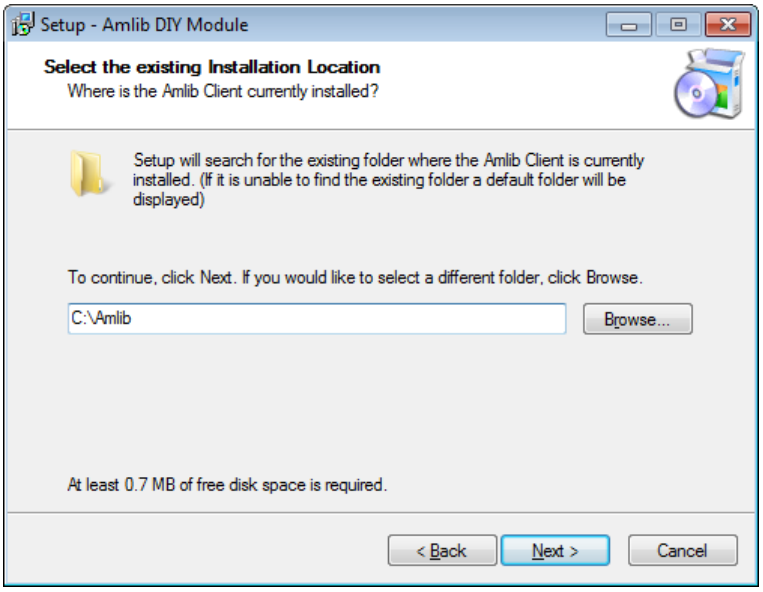
1. The *Amlib DIY 5.3 Module* installer is available on the the OCLC Website, under Setup Programs>DIY:
   https://www.oclc.org/support/services/amlib/downloads-software-updates/version5-3/setup-programs.en.html
   (contact *Amlib* support if you require a login to this website)

1. Download the **DIY53Setup.exe** and save it on your *DIY* workstation
2. Double-click the **DIY53Setup.exe** to launch the installation Wizard – the Setup – Amlib DIY Module screen will open displaying the **Welcome** message

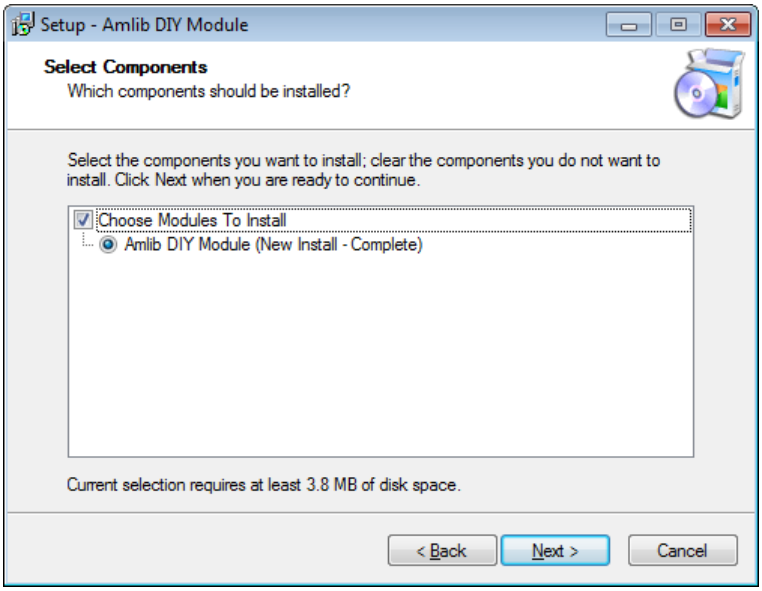
3. Click the **Next** button – the Serial screen will display, prompting you for valid Serial Number:



4. Enter the **Serial Key** supplied by *OCLC (UK) Limited* (case sensitive!) and then click the **Next** button – the Installation Location screen will display:



5. Select the folder where the *Amlib Client* was installed in the previous section – a Default location will automatically display – for example: **C:\Amlib**
6. Click the **Next** button – the Select Components window will display:

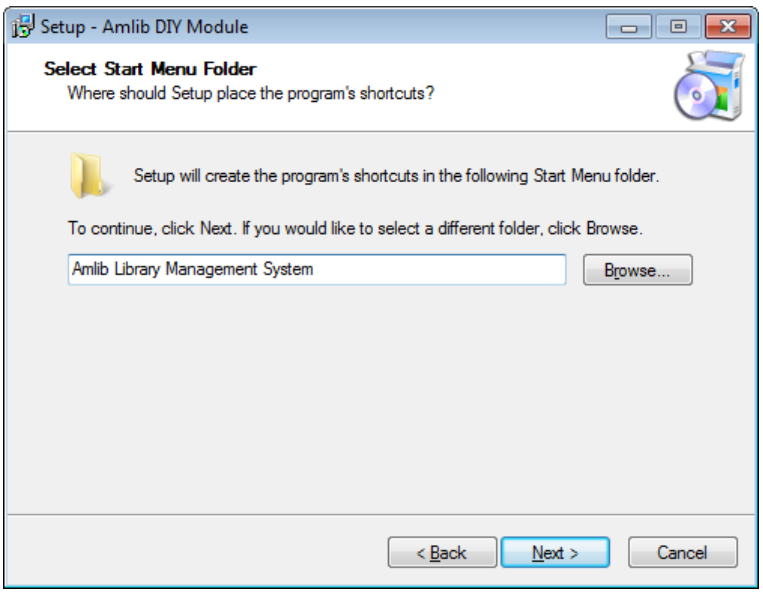


7. Choose which components should be installed:

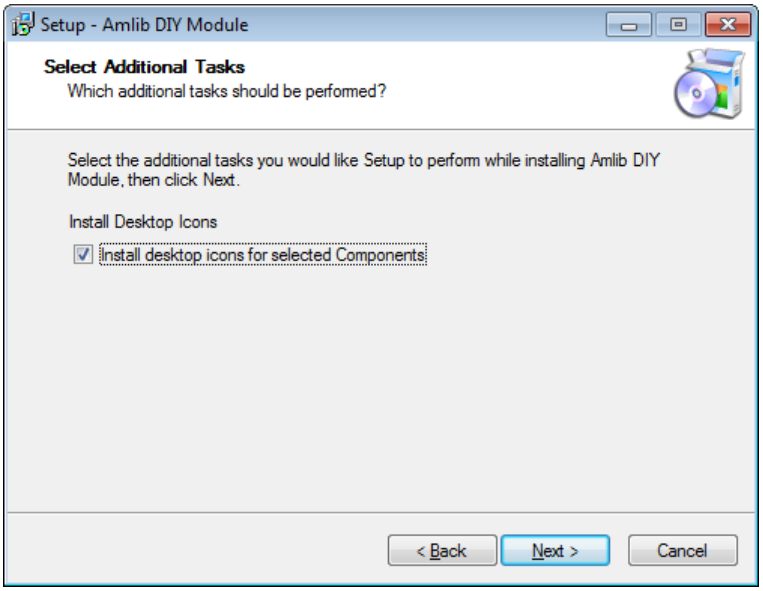
    a. Modules To Install:

        - **Amlib DIY Module (New Install - Complete)** – installs the *Amlib DIY* program files into the existing *Amlib Client* folder

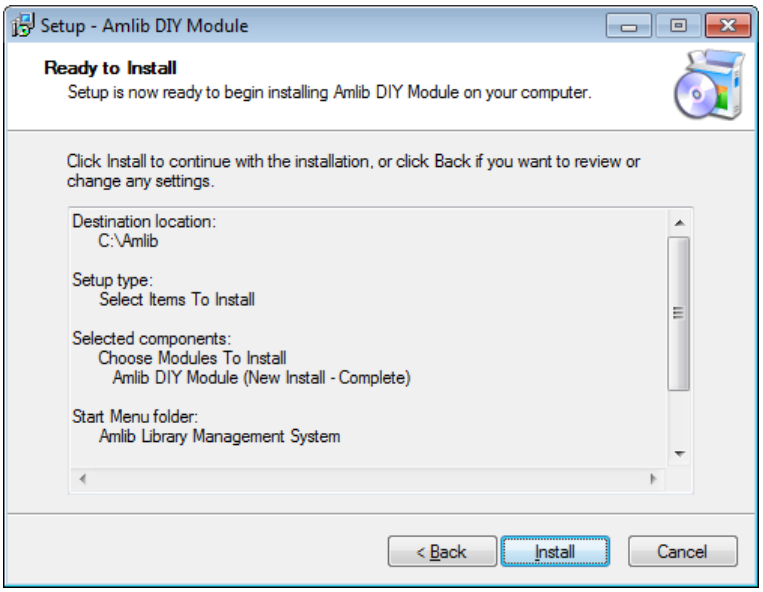
8. Select options and click the **Next** button
9. The Select Start Menu Folder screen will display:



10. Enter a *Start* menu folder name (or leave as **Amlib Library Management System**) and click the **Next** button – the Select Additional Tasks screen will display:



11. You can **unselect** the Install desktop icons for selected components if you DO NOT wish to install the *Amlib DIY* icon on the desktop
12. Click the **Next** button – the Ready to Install screen will display with a summary of the installation tasks to be performed:



13. Click the **Install** button – the Installing window will display:
14. When complete click the **Finish** button
15. The setup Wizard will close

Installation of the *Amlib DIY 5.3 Module* is now complete.

TESTING LOGIN TO AMLIB DIY MODULE

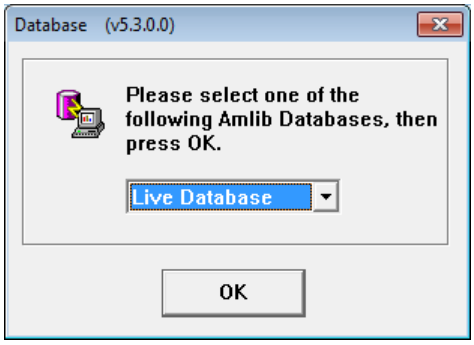
The connection of the *Amlib DIY Module* can to the *Amlib* database can be tested as follows:

1. On the DIY Workstation, select the *DIY Self Issues* icon from the *Amlib* program group in the *Start* menu (alternatively: double-click the *DIY Self Issues* icon on the desktop)
2. The Amlib Self Service screen will display:

3. Select the following options:
    a. Update Options:
        - **OnLine to Database**
    b. Transaction Types:
        - **Issue Session**
    c. Communications:
        - **Tcp/Ip**
    d. Vendor:
        - **Self Check (3M)**
4. Click the **OK** button

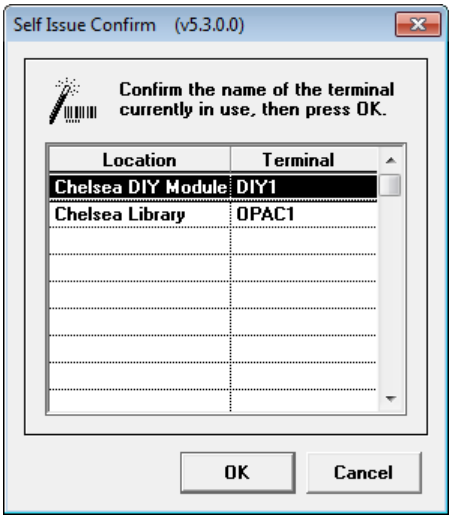
This will log directly to *Amlib* without connecting to the *3M* or *Raeco Self Issue* workstations.

5. The Database selection screen will display:



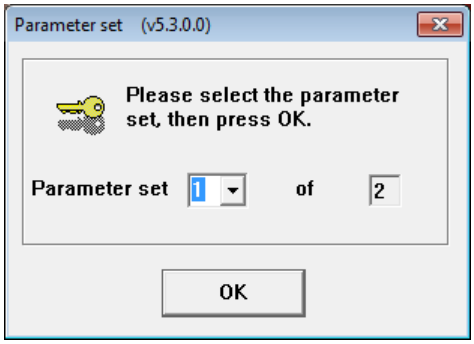
6. Select the database you wish to connect to (for example: **Live Database**) and click the **OK** button
7. The Self Issue Login screen will display:

8. Type in a valid Opac User Name and Password (see Assign DIY User Names below) and click the **OK** button
9. The Self Issue Terminal Confirmation screen will display:

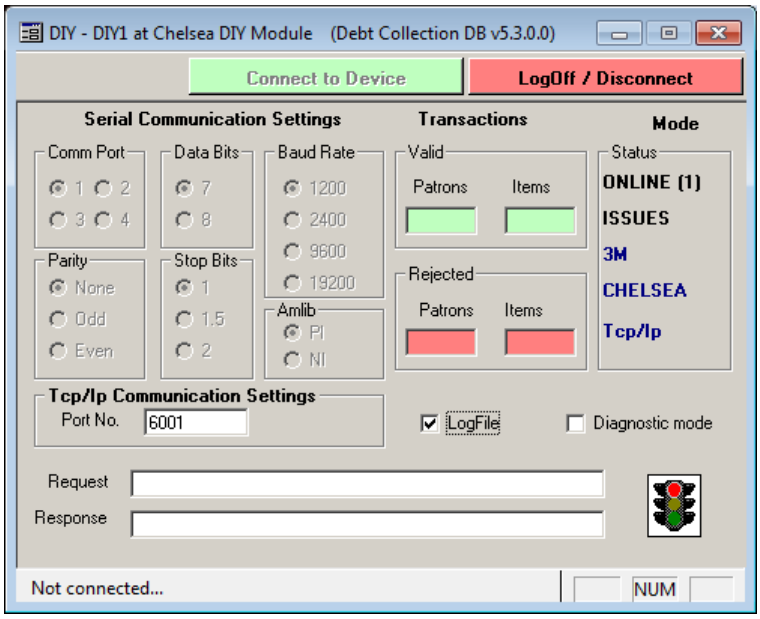


10. Select the DIY Location (for example: **Chelsea DIY Module – DIY1**) and click the **OK** button

11. If there is more than one DIY Parameter Set available (see Setting Up Additional DIY Applications below), the Parameter set screen will display:



12. **Select** the appropriate Parameter set and click the **OK** button
13. You should be displayed with a screen like below, where you can click Connect to Device to bring the service online.



AUTOMATING DIY LOGIN

The login process for the *Amlib DIY Module* can be automated by configuring the default settings in the **Amlib.ini** configuration file located in the Windows folder (normally **C:\Windows** or **C:\Winnt**)

SECTION / KEY	DESCRIPTION
[DIY]	Required *Section Name* in the **Amlib.ini** file
Online=Y	Specifies that application will connect online to the Amlib database (default = **Y**)
Issues=Y	Identifies whether Issue (Checkout) function is available (default = **Y**)
Connection=IP	Specifies whether connection interface between *Self Issues Kiosk* and *Amlib DIY Module* is via **TCP/IP** or direct **Serial** connect (for example: RS-232) Choices are: • Connection=IP • Connection=SERIAL • (Default is SERIAL)
Port=6001	IP Port No for connection interface (must be > 2000 and < 10000) Default is 6001
Vendor=3M	Type of device *Amlib DIY Module* is connecting to (default = 3M) Choices are: • **Vendor=PI** *(Amlib Direct only for the Amlib DIY Interface)* • **Vendor=AMLIB** *(Amlib with QLS security)* • **Vendor=3M** *(use this for Overdrive)* • **Vendor=RAECO** • **Vendor=TALKINGTECH** *(iTiva from Talking Tech)* • **Vendor= STI** *(STi RFID)* • **Vendor= ENVISIONWARE** • **Vendor= SMARTLIBRARY** (FE Technologies)
AutoLogin=Y	Specifies whether *Amlib DIY Module* is to automatically login to the *Amlib* database (default = **N**)
AutoConnect=Y	Specifies whether the *Amlib DIY Module* is to connect automatically to port specified and wait for a connection from the Self Issues device (default = **N**)
Database=Live	Specifies which *Amlib* database to connect to Choices are: • **Database=Live** • **Database=Test**
DefaultUser=	*Amlib DIY Module* login to use, together with optional encrypted password. The *Amlib DIY Module* login must be created within the Opac UserNames screen within the *Supervisor* module, and if you have multiple location/branches you will need to have a separate login for each location. *Details on how to specify the password can be found in the next section.*
ParameterSet=2	Specifies which *Amlib* DIY Parameter Set to use from the Supervisor module (only required when more than DIY parameter set).
Logging=Y	Specifies whether logging to diy.log will automatically occur on startup.

SPECIFY PASSWORDS FOR AUTOLOGIN

Question: *How do I specify the password for the AutoLogin within the* ***[DIY]*** *section of the* ***amlib.ini*** *configuration file (especially if running multiple* ***Amlib DIY Module*** *Instances with each instance having a different username/password)?*

Answer: If you are only running one (1) instance of *Amlib DIY Module* on a PC and using the same DIY login and password, then the *Amlib DIY Module* will remember the password the next time you login via DIY. However, if you are running multiple instances of the *Amlib DIY Module*, each with its own login you will need to specify the each password if you wish to use the DIY AutoLogin feature.

- Within the **[ClientFolder]\amlib.ini** (for example: **C:\Amlib\amlib.ini**) configuration file you can append the encrypted password to the **DefaultUser=** *keyword*. The format of the keyword is:
    - **DefaultUser=***Login*,*EncryptedPassword* – for example:
      DefaultUser=PENNSC,tU+]Ln>sZ;'64p\<|0ry.>Rbk"[`Bh

Question: *How do I find out what the encrypted password is for each of my different DIY Logins?*

Answer: Use the following steps:

1. Login to the *Amlib DIY Module* with required DIY Login and Password
2. Open the **[Windows]\amlib.ini** configuration file (for example: **C:\Windows\amlib.ini**)
3. Go to the section **[DIY]** and look for the keyword **LastLive=**
4. Copy the encrypted password of the **LastLive=** *keyword* (will be the **BOLD** part of the following example: **LastLive=**PENNSC**,tU+]Ln>sZ;'64p\<|0ry.>Rbk"[`Bh**
5. Open the required **[ClientFolder]\amlib.ini** (for example: **C:\Amlib\amlib.ini**) configuration file and append the password to the **DefaultUser=** keyword. The format of the keyword is **DefaultUser=***Login,EncryptedPassword* – for example:
   DefaultUser=PENNSC,tU+]Ln>sZ;'64p\<|0ry.>Rbk"[`Bh
   Please ensure there is a comma (**,**)between the Login and Password

Repeat the above steps for **EACH** DIY Login specified in each *Amlib DIY* Client Folder (**C:\Amlibdiy2**, **C:\Amlibdiy3**, etc.).

IMPORTANT: You will need to repeat this process if you change your DIY passwords!

FIREDAEMON OEM SERVICE MANAGER INSTALLATION

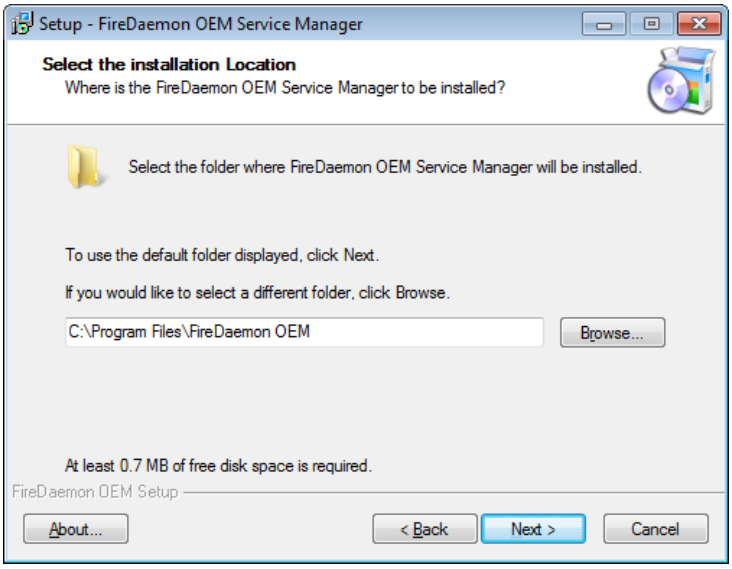
IMPORTANT: Please ensure that you have **full read/write** access to the **\Program Files** folder on your server (for example: **C:\ Program Files**) and that you are logged in with Administrative Privileges.

Please ensure that you have the latest version of the *.NET Framework* installed prior to beginning installation of *FireDaemon*.

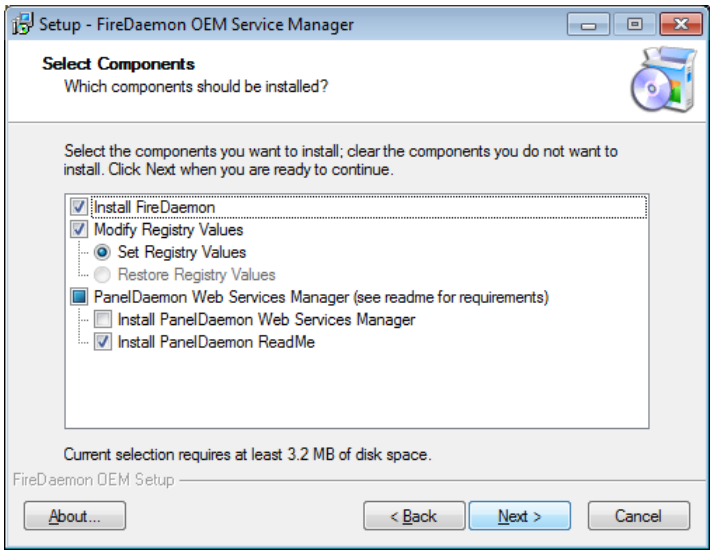
PLEASE NOTE: If *FireDaemon* is already installed on the Server you can skip this section

1. The *FireDaemon* installer can be found in the **Amlib/Utility** folder – for example: **C:\Amlib\Utility**
2. Double-click the **firedmn_setup.exe** to launch the installation Wizard – the Setup – FireDaemon OEM Service Manager screen will open displaying the **Welcome** message:

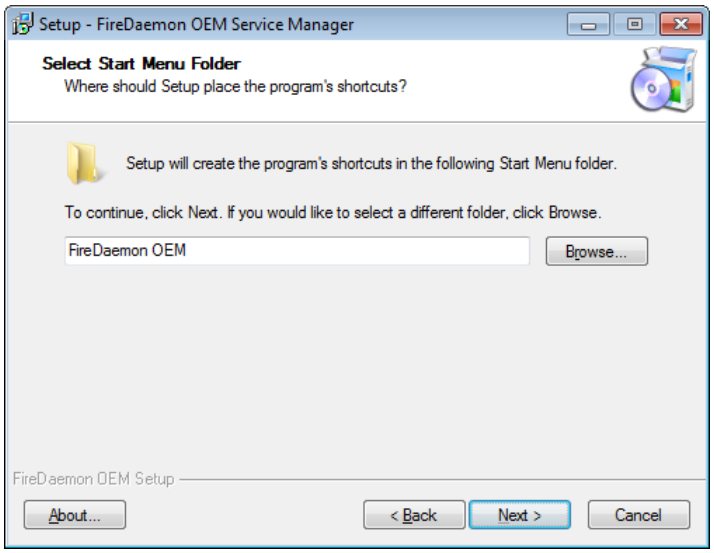
3. Click the **Next** button – the Installation Location screen will display:



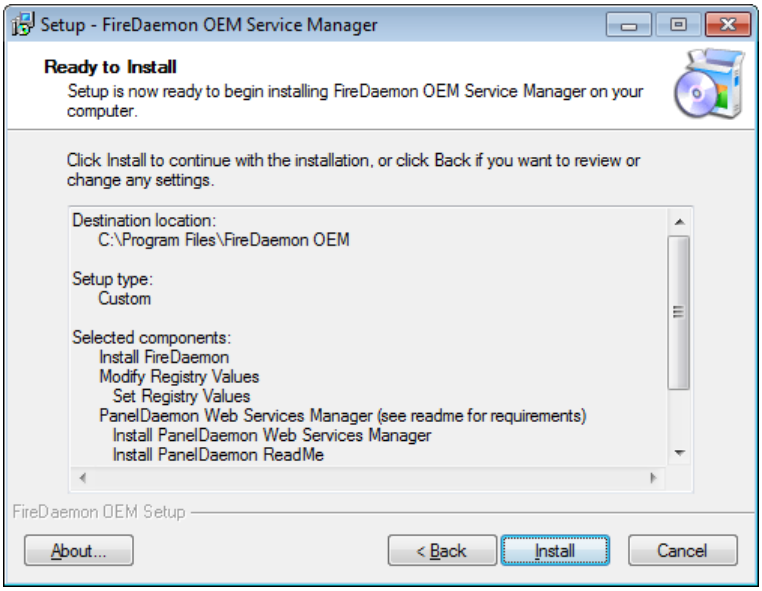
4. Enter the drive/folder location where you would like to install *FireDaemon* – we recommend that the *FireDaemon* be installed in **C:\Program Files\FireDaemon OEM** and click the **Next** button
5. The Select Components screen will display:



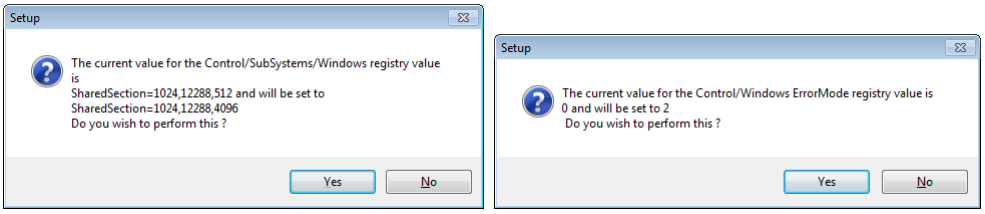
6. Select ALL options and click the **Next** button – the Select Start Menu Folder screen will display:



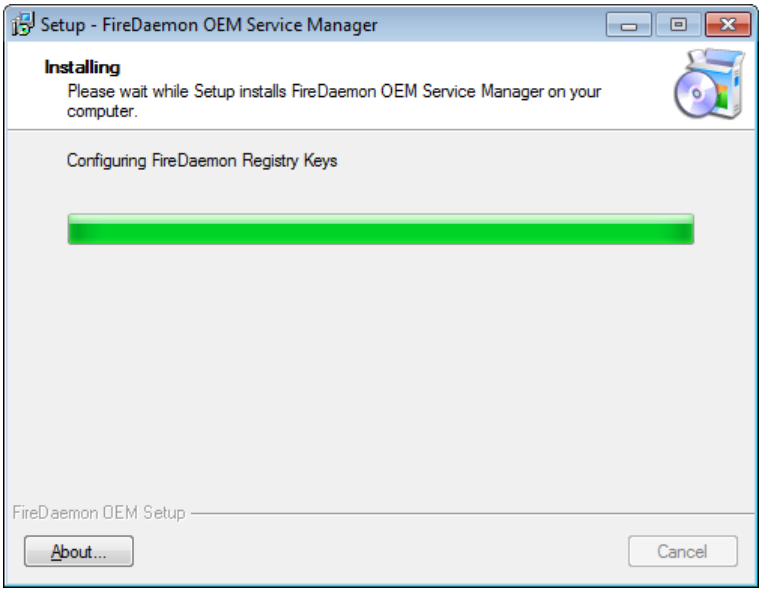
7. To accept the default name (for most customers), click the **Next** button
8. The Ready to Install screen will display with a summary of the installation tasks to be performed:



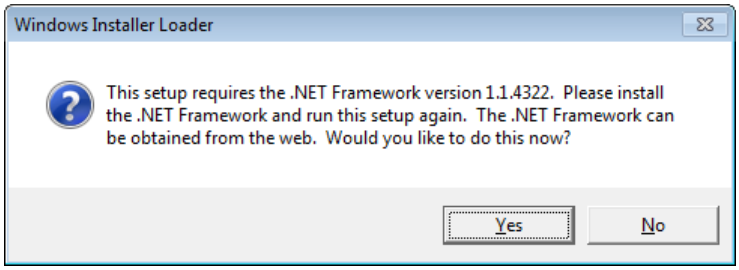
9. Click the **Install** button – two Setup prompts may display:



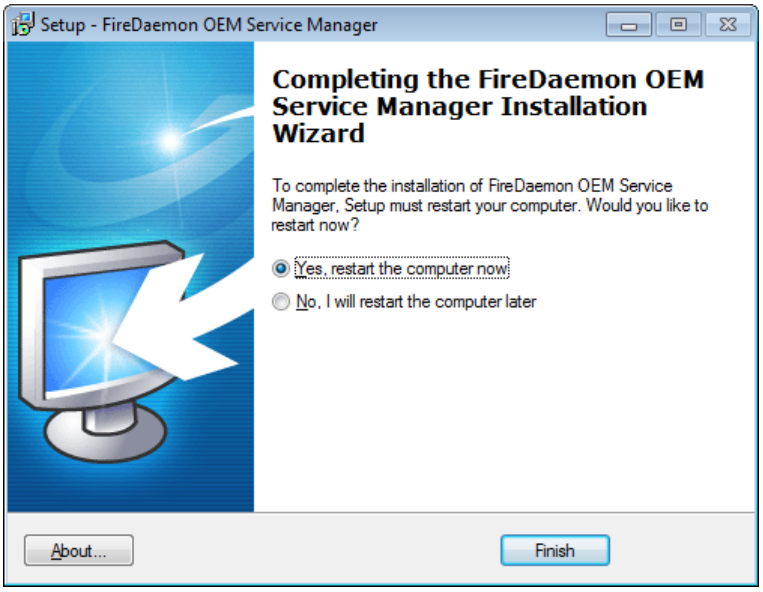
10. Click the **Yes** button both times – the Installing screen will display



11. If the latest version of the .NET Framework is not installed, a prompt with the following message will display: **This setup requires the .NET Framework 1.1.4322. Please install the .NET Framework and run this script again. The .NET Framework can be obtained from the web. Would you like to do this now?**



12. Click the **Yes** button
13. Once the installation is complete, you will be prompted to restart the computer – select the **Yes, restart the computer now** option and click the **Finish** button



14. To complete the installation of *FireDaemon*, the machine will have to be restarted – select the **Yes, restart the computer now** option and click the **Finish** button

    NOTE: Restarting the machine can be skipped in most occasions, however if you run into issues with the application please reboot the machine before contacting support.

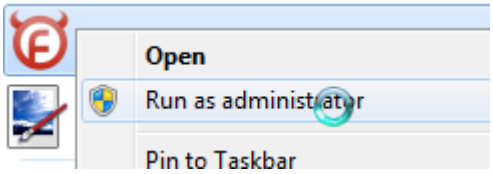
15. The setup Wizard will close and the machine will restart

Installation of the *FireDaemon* application is now complete.

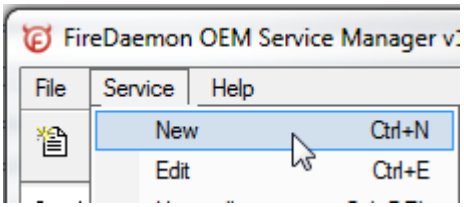
Note: OCLC has a licence for the use of *FireDaemon* and this licence is extended for the use by all of our customers for the version provided. Please do not update *FireDaemon*.

FIREDAEMON DIY/SIP2 SERVICE CONFIGURATION

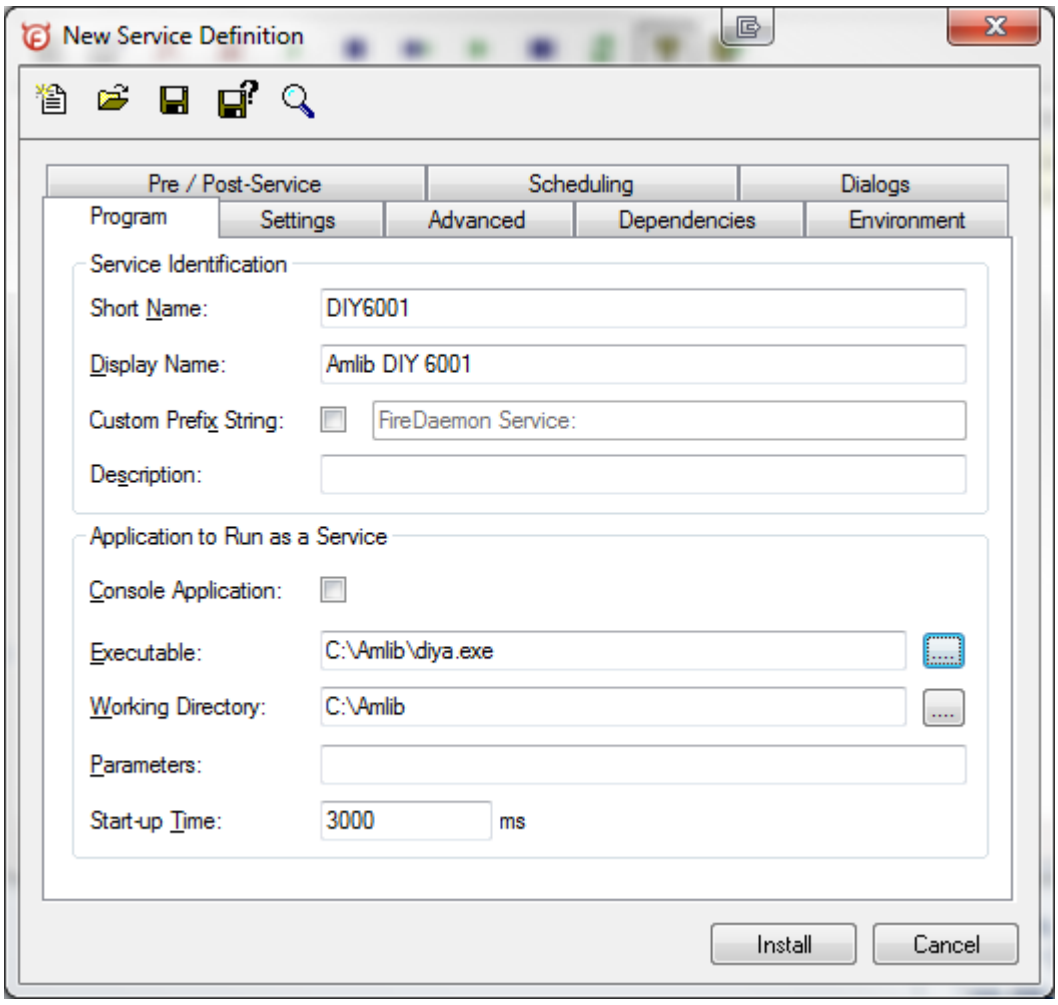
1. On *Windows* if UAC is enabled you must start *FireDaemon* as an Administrator. This can be done my right clicking on the icon and selecting **Run As Administrator**



2. Go to **Service > New**



3. Enter a **Short Name**, **Display Name** and select the **DIY executable**.
   Please note if multiple DIY/SIP2 Services are being crated point the executable path to the exe file within the relevant folder.



4. Go to the **Settings Tab** and uncheck **Interact with Desktop**
5. Click **Install**. A confirmation message will display and the service will automatically start

CONFIGURE AS A SIP/SIP2 GATEWAY TO LISTEN TO TCP/IP REQUESTS FROM MULTIPLE SOURCES

Question: *How do I set the* Amlib DIY Module *to listen for requests from multiple sources? (for example: from* 3M Self Check *Workstations, and from* TalkingTech *Telephone Renewals)*

Answer: The *Amlib DIY Module* needs to have PC (or server) configured to listen for TCP/IP requests (using SIP/SIP2 protocol) with a separate Amlib DIY Instance running for EACH source.

- **Example 1:** *Windows 2000/XP* PC at Council server room with multiple *Amlib DIY Module* instances installed and configured, with each instance listening on a different TCP/IP Port for requests from 3rd party application

- **Example 2:** *Windows 2000/XP* PC at Library Branch (for example: dedicated Reports PC, or Circulation Check-in PC) with multiple *Amlib DIY Module* instances installed and configured, with each instance listening on a different TCP/IP Port for requests from 3rd party application

The advantage of example 2 above is that it will reduce network traffic within the Council/Library network, and improve response times to the Oracle database, as well as easy for the local library branch to restart the *Amlib DIY module* if required.

Summary on how to configure Amlib DIY Instances on a single Server/PC:

1. Ensure the **C:\Windows\amlib.ini** configuration file **DOES NOT** contain a section **[DIY]** or any parameters (since this will overwrite each individual *Amlib DIY Module* instance settings)
2. Install the *Amlib Client* on the server/PC (for example: in **C:\Amlib** folder)
3. Install the Amlib DIY Module on the server/PC (for example: in **C:\Amlib** folder)
4. Configure the **amlib.ini** configuration file located in the client folder above (for example: **C:\Amlib\amlib.ini**) and add the section **[DIY]** with the required settings (see example below)
5. Create a new folder **C:\AmlibDIY2** for the 2nd *Amlib DIY* instance, and copy the **diya.exe** file (**C:\Amlib\diya.exe**) into the **C:\AmlibDIY2** folder, and create a new **amlib.ini** file with the required DIY settings (see example below)
6. For any additional instance repeat previous step (except name folder as **C:\AmlibDIY3**, etc.)

See examples next page.

Example 1: *Amlib DIY* **amlib.ini** Settings (in **C:\Amlib**) to listen as *Amlib/3M Gateway* via **Port 6001** for *3M Self Check* Requests for Bowen Library:

[DIY]
Online=Y
Issues=Y
Connection=IP
Port=6001
Vendor=3M
AutoLogin=Y
AutoConnect=Y
Database=Live
ParameterSet=1
DefaultUser=BOWENSC
DefaultPrefix=Live

Example 2: *Amlib DIY* **amlib.ini** Settings (in **C:\AmlibDIY2**) to listen as *Amlib/TalkTech Gateway* via **Port 6002** for *TalkingTech* LINE 1 Requests:

[DIY]
Online=Y
Issues=Y
Connection=IP
Port=6002
Vendor=TALKINGTECH
AutoLogin=Y
AutoConnect=Y
Database=Live
ParameterSet=2
DefaultUser=TALK
DefaultPrefix=Live

Example 3: *Amlib DIY* **amlib.ini** Settings (in **C:\AmlibDIY3**) to listen as *Amlib/TalkTech Gateway* via **Port 6003** for *TalkingTech* LINE 2 Requests:

[DIY]
Online=Y
Issues=Y
Connection=IP
Port=6003
Vendor=TALKINGTECH
AutoLogin=Y
AutoConnect=Y
Database=Live
ParameterSet=2
DefaultUser=TALK
DefaultPrefix=Live

Please Note: In the above example a separate *Amlib DIY* instance is required for each *TalkingTech* Incoming Telephone Line.

TROUBLESHOOTING TIPS

The first step in troubleshooting problems that you may be experiencing with *Amlib* (*Client* or *NetOpacs*) connecting to the database is to first check the following:

- Can you connect to the *Amlib* database using the *Amlib Client* on the server?
- Can you connect to the *Amlib* database using the *Amlib Client* from another workstation?

The next step is to try and isolate the problem and ensure that the problem is not due to the hardware, network or firewall.

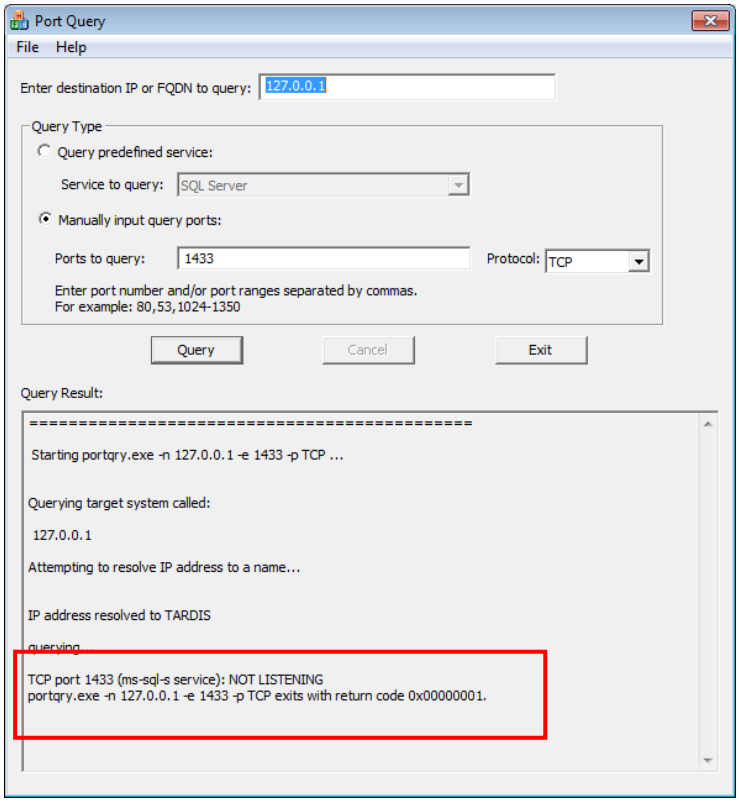
Check Communication to Database Server using Microsoft Port Query

Microsoft Port Query is an easy to use tool that enables you to test whether you can connect from a Workstation (or Web Server) to the database server, and whether the RDBMS is listening for connection requests.

1. Launch the *Microsoft Port Query* program, which will be located:

    - *Amlib Client*: **C:\Amlib\Utility\PortQryUI\portqueryui.exe**
    - *NetOpacs*: **C:\Netopacs\Utility\PortQryUI\portqueryui.exe**
    - *ZServer*: **C:\Zserver\Utility\PortQryUI\portqueryui.exe**

    Please Note: replace **C:\Amlib** or **C:\Netopacs** with the actual path where the applications have been installed



2. Enter the Destination IP address of the database server used when installing *Amlib* (for example: **tardis**, **127.0.0.1**, etc.)
3. Select the Manually input query ports option
4. Enter the Ports to query:

    - If using *Microsoft SQL Server*, enter: **1433**
    - If using *Oracle*, enter: **1521** (older versions of Oracle may be using: **1525**)

5. Protocol: **TCP**
6. Then click the **Query** button to start the search

Query Results

1. If the Query result is **LISTENING** (for example: **TCP port 1433 (ms-sql-s service): LISTENING**) then this indicates:
    - the Workstation (or Web Server) can communicate to the database server OK
    - you will need to proceed to the next level of *Amlib* troubleshooting to identify the problem you are experiencing
2. If the Query result is **NOT LISTENING** (for example: **TCP port 1433 (ms-sql-s service): NOT LISTENING**) then this indicates:
    - the Workstation (or Web Server) is unable to communicate to the RDBMS on the database server

      You should refer this problem to your organisation's database or network administrator to follow up.

    - Possible reasons why it is unable to communicate to the RDBMS on the database server:
        i. the database server is not running
        ii. the database server is disconnected from the network
        iii. the workstation (or web server) is disconnected from the network
        iv. there is a problem with the network (for example: switch is faulty, DHCP is not running, etc.) or network configuration
        v. the RDBMS is not running on the database server (check in *Windows Services* whether the RDBMS (*Microsoft SQL Server* or *Oracle*) is running
        vi. the enterprise firewall is preventing connectivity via this Port
        vii. the workstation firewall (for example: *Windows XP Service 2* firewall) is preventing connectivity via this Port
        viii. there a problem with hardware (for example: network card in either database server, workstation or web server)

3. If the Query result is **FILTERED** (for example: **TCP port 1433 (ms-sql-s service): FILTERED**) then this indicates:

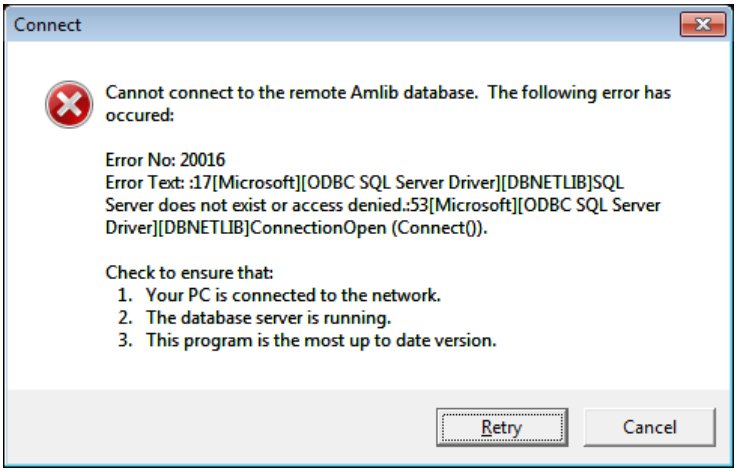
    - the enterprise firewall is preventing connectivity via this Port
    - the workstation firewall (for example: *Windows XP Service 2* firewall) is preventing connectivity via this Port

    You should refer this problem to your organisation's database or network administrator to follow up.

Next Level of Amlib Troubleshooting

- Message: **Cannot connect to Amlib database.**

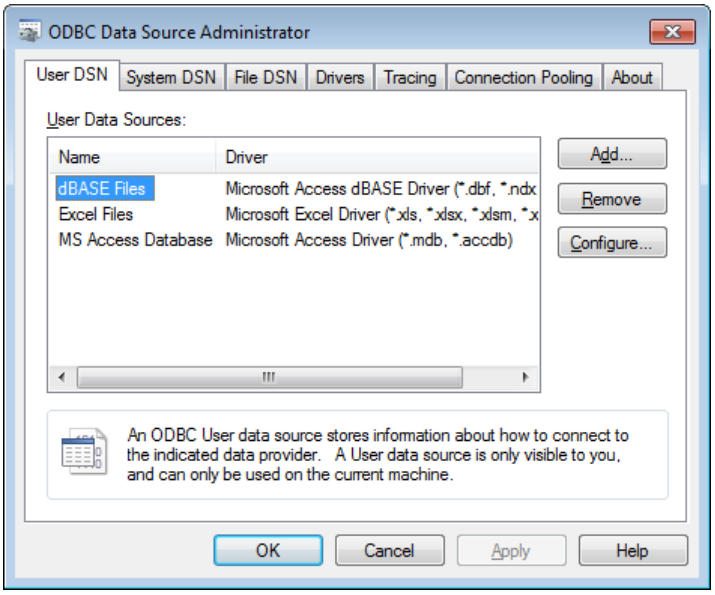
A message *"Cannot connect to remote Amlib database"* is displayed if the PC is unable to connect via the WAN (or if **sql.ini** is not correctly configured):



The following steps can be used to track down the problem:

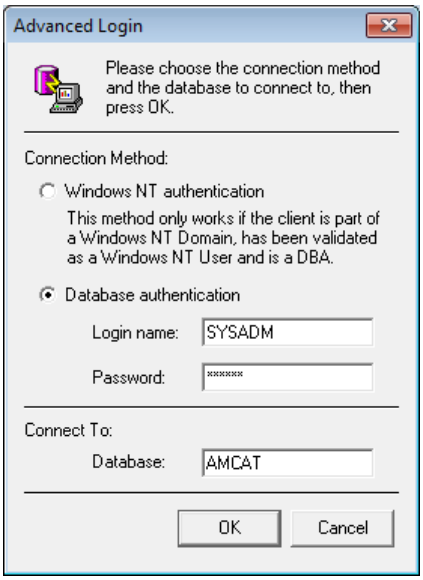
1. Review the RDBMS error message displayed on the Cannot connect screen – for example: the above example refers to **Error No. 20016…SQL Server does not exist**… This is a *SQL Server* error and should be following up with your database administrator (the error number is **not** an *Amlib* error number)
2. Can the PC connect to the database server? – refer to the previous section Check Communication to Database Server using Microsoft Port Query above
3. If step 2 above is OK, then ensure that you DO NOT have any ODBC Data Sources with the same name as the database (for example: make sure there is NOT an ODBC data source called **AMCAT**, **AMLIB**, **AMLOCAL**, **AMSTATS** or **AMWEB**)

    - In *Windows XP*, go to: **Control Panel** > **Administrative Tools** > **Data Sources (ODBC),** and check within the *User DSN*, *System DSN* or *File DSN* tabs
    - In *Windows Vista/7*, go to: **Control Panel** > **System and Security** > **Administrative Tools** > **Data Sources (ODBC),** and check within the *User DSN*, *System DSN* or *File DSN* tabs



4. If step 3 above is OK, then identify whether the **SQL.ini** is correctly configured or whether there is a connection error – to test:

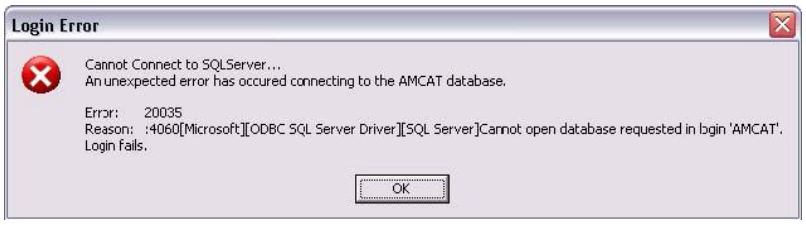
    - Launch the *Amlib Upgrade* (**\Amlib\upgrade.exe**) SQL interface application
    - From the menu, select **File** > **Advanced Login** – the Advanced Login screen will display:



    - Enter the login details:
        - Login name: **SYSADM**
        - Password: **SYSADM**
        - Database: **AMCAT**
    - Click the **OK** button
        - If Upgrade is able to connect OK to the selected database and will return to the main Upgrade screen and display the username and database

- For *SQL Server* RDBMS: repeat the above Advanced Login step for each other database (**AMLIB**, **AMLOCAL**, **AMSTATS** and **AMWEB**) to see whether the problem is due to being unable to connect to only 1 of the databases

If *Upgrade* is unable to connect to the selected database then take a detailed copy of the displayed error message (for example: press [**Prt Scn**] on your keyboard and Paste into a *MS Word* document) and contact Amlib Support for further assistance:



It is also suggested that you take a note of the Error number and research with the RDBMS vendor the explanation and resolution for the Error number:

- For *Microsoft SQL Server 2008 R2*: http://support.microsoft.com
- For *Oracle*: http://www.oracle.com/support/index.html

Some of the reasons that the **Upgrade.exe** is unable to connect to the selected database:

- The database does not exist within the RDBMS (for example: if an administrator had deleted the **AMCAT** database)
- The administrator had moved the *Amlib* databases to another server
- The database server has insufficient disk space
- The *Amlib* **SQL.ini** configuration file (located in the **C:\Amlib** folder for the *Amlib Client*, or **C:\Netopacs** for the *NetOpacs* module) is not correctly configured – for more information on this refer to the separate document relating to *SQL.ini Client Communication and Configuration File*
- For libraries using *Oracle* RDBMS – the *Oracle 10 Client* is not correctly configured (using the *Oracle* TNSPING utility on the Workstation to test)
- For libraries using *Microsoft SQL Server* – an old version of the *Windows* MDAC (ODBC) drivers are installed

5. If step 4 above is OK, then perhaps the *Amlib* database connection settings held in **\[windows]\amlib.ini** are incorrect (these are different to the DIY Default User and Login settings)
    - For more information on *Amlib* database connection settings refer to Appendix A: Amlib Database Connection Settings

Advanced Support Note for Oracle Version 10 Client

Unable to Retrieve Rows from the database *Amlib* support has identified some problems that some workstations and web servers using *Oracle 10 Client* and *Amlib*:

- The PCs would "hang" when trying to login to *Amlib* and display a message that it is unable to connect to the database
- When trying to using SQLTalk to troubleshoot, you can connect to the database but SQLTalk would hang when trying to retrieve rows from any tables (for example: select * from borrower)

Action Taken:

- In the Windows registry (**regedit**) within **HKEY_LOCAL_MACHINE\SOFTWARE\ORACLE** create a new String value of **ORAOCI** with a value of **ORACLIENT8.DLL**
- If problem still occurs rename or remove the file **C:\Amlib\OCIW32.DLL** especially since this file will already exist in the *Oracle Client* installation folder.

- *Technical Notes from Centura Using OCIW32.DLL: In CTD 1.1.1, the Oracle router utilizes an Oracle DLL named OCIW32.DLL. As the Oracle documentation describes the function of this library, it uses the 'variable' ORAOCI to determine the name of the Oracle client DLL to load. If ORAOCI is not defined, OCIW32 will search through a predefined list of known Oracle client DLL names (most recent to least recent releases) until it either finds one or exhausts the known names and returns an error. The version of OCIW32.DLL that ships with CTD has a predefined list of Oracle client DLL names which predates the release of Oracle 8. If a particular workstation has only Oracle 8 files installed, the Oracle client DLL will not be found; this will have a name like ORA803.DLL. To correct this problem, either delete or rename the OCIW32.DLL that comes with CTD so that the Oracle router will load the OCIW32.DLL released by Oracle which knows about the Oracle 8 client DLL names, or define the variable ORAOCI to point to ORA803.DLL (or whatever name is current). This variable is located in the registry, and the CTD release notes contain instructions on how to locate it and set its value.*

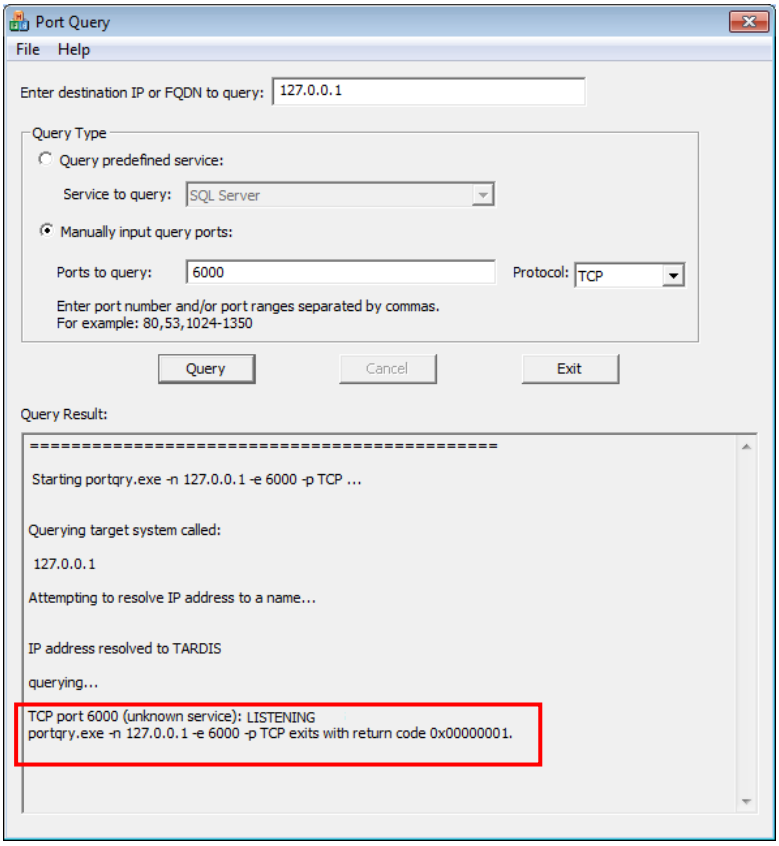
Testing Whether Amlib DIY Listening for SIP2 Requests

To test whether Amlib DIY Self Issues is listening for SIP2 Requests (assuming you have setup DIY as a Middleware "Gateway" listening for SIP2 requests).

1. Launch the *Microsoft Port Query* program, which will be located:

    - *Amlib Client*: **C:\Amlib\Utility\PortQryUI\portqueryui.exe**

    Please Note: replace **C:\Amlib** with the actual path where the application has been installed



2. Enter the Destination IP address of the Amlib DIY workstation/server configured to listen for SIP2 requests (for example: **tardis**, **127.0.0.1**, **localhost**, etc.)
3. Select the Manually input query ports option
4. Enter the TCP Port
5. Enter the TCP Port you have configured Amlib DIY to listen for SIP2 Requests in Ports to query :

    - such as **6000** or **6002** (you can also enter a range of port numbers if required)

6. Protocol: **TCP**
7. Then click the **Query** button to start the search

Query Results

1. If the Query result is **LISTENING** (for example: **TCP port 6000 (unknown service): LISTENING**) then this indicates:

    - the Workstation (or Web Server) IS listening for SIP2 requests on the select port

2. If the Query result is **NOT LISTENING** (for example: **TCP port 6001 (unknown service): NOT LISTENING**) then this indicates:

    - the Workstation (or Web Server) is NOT listening for SIP2 requests on the select port

    You should refer this problem to your organisation's database or network administrator to follow up.

    Possible reasons why it is unable to listen for SIP2 requests:

    - the *Amlib DIY Module* is not correctly configured
    - the correct **amlib.ini** Configuration File entries have not been made OR there is a conflict between the **C:\Amlib\amlib.ini** and **C:\Windows\amlib.ini**
    - the workstation (or server) is not running or is disconnected from the network
    - there is a problem with the network (for example: switch is faulty, DHCP is not running, etc.) or network configuration
    - the enterprise firewall is preventing connectivity via this Port
    - the workstation firewall (for example: *Windows XP Service 2* firewall) is preventing connectivity via this Port

3. If the Query result is **FILTERED** (for example: **TCP port 6001 (unknown service): FILTERED**) then this indicates:

    - the enterprise firewall is preventing connectivity via this Port
    - the workstation/server firewall (for example: *Windows XP Service 2* firewall) is preventing connectivity via this Port

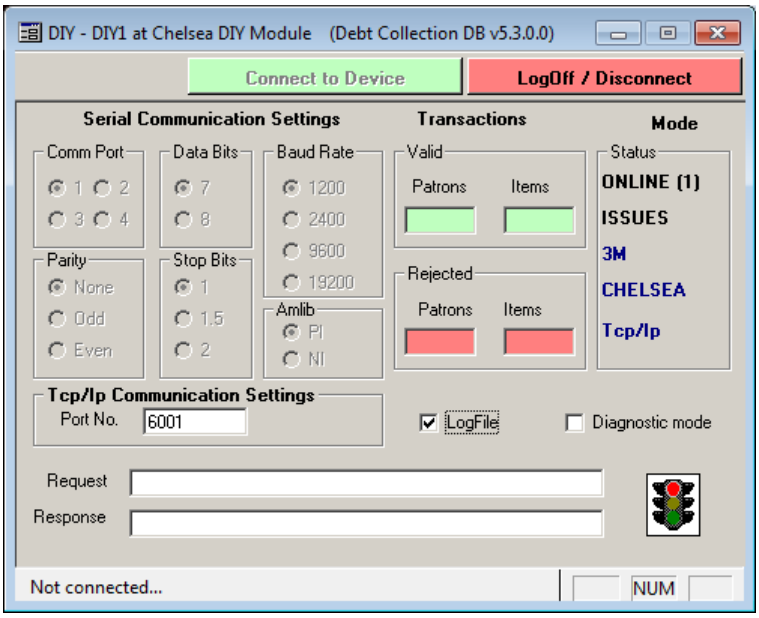
    You should refer this problem to your organisation's database or network administrator to follow up.

Amlib DIY with Raeco Fast Track

Raeco Fast Track self-issue systems use a *Visual Basic* interface file called **MSCOMM.VBX** to communicate to library systems such as *Amlib*. This file should be located in the **C:\Windows** (*Windows 95/98/Vista/7*) or **C:\Winnt** (*Windows NT/2000*) folders. If the *Amlib DIY Module* is unable to connect to *Raeco Fast Track* then you should copy **mscomm.vbx** from your *Amlib Client* software folder (for example: **C:\Amlib**) to your **Windows** folder.

SIP2 Protocol Troubleshooting

To troubleshoot problems with vendor devices which use the SIP/SIP2 protocol a LogFile checkbox is available on the connection window. All SIP/SIP2 packets sent and received by DIY are written to a log file named **diy.log** in the folder where **diya.exe** was loaded from. Logging can also be enabled on start up using the Logging setting in the **amlib.ini**. This is useful when DIY is running as a service – for example: using *FireDaemon*



APPENDICES

Appendix A: Amlib Database Connection Settings

As from *version 5.1 Amlib Client/Server* (and *AmlibNet*) will both use a single login on the RDBMS. In previous versions, each *Amlib* user had his or her own Login.

This has a number of advantages:

1. Ordinary users will not have knowledge of a database login that can be used outside *Amlib*
2. *Amlib* operator details can be added or altered without the need for an extra database login
3. The RDBMS will not become cluttered with logins, some of which may be obsolete
4. *SQL Server's* new more restrictive login security requirements will not be a problem
5. Changing the logged in user in Amlib is now almost instantaneous

Configuration File

The **amlib.ini** file must now contain keys that specify the login name and password used by *Amlib*. These can be encrypted if required. The **nopasswd.exe** can be used to encrypt logins and passwords.

Sample *Amlib* configuration file settings using encryption:

```
[Special]
DatabaseUser=AMNET
DatabasePw=Y8X:4/Mpzaa50/%TTEnga{uuMU2UxUf9Z|*jia-(Sr-QE}gs2f@_V91^6pSJ9'uzae[<a
```

Sample *AmlibNet* configuration file settings, not encrypted:

```
DatabaseUser=AMNET
DatabasePw=AMNET
```

Location of **amlib.ini** configuration file:

- *Amlib Windows* Client: **[Windows]**folder (for example: **C:\Windows** for *Windows XP*)
- *Amlib DIY Module*: **[Windows]**folder (for example: **C:\Windows** for *Windows XP*)
- *Amlib NetOpacs*: **[Netopacs]** folder (for example: **C:\Netopacs**)
- *AmlibNet*: AmlibNet application folder (for example: **C:\Amlib\Amlibnet\bornet**)

Passwords

User passwords will be stored in *Amlib*. The conversion script creates a password for each *Amlib* user that is the same as the User's name – for example: A user called **STAFF** will have a password of **STAFF**. The password can be changed in *Supervisor* module (**Main** > **Supervisor** > **UserNames**).

Logins

The RDBMS login used by the application should have the **db_owner** role in each database in *SQL Server* and the appropriate rights on other platforms. If the login has the same settings as **SYSADM** it will work correctly.

Logins cannot be created from within *Amlib*. They must be created using the tools provided with the RDBMS. Scripts are available for the creation of a suitable login on *SQL Server 2005*.

Appendix B: Relationship between DIY Parameters and SIP2 Protocol

The *Supervisor* DIY Self Issue Parameters (see DIY Parameters above) are used to control the operation of the external devices communicating with the *Amlib DIY Module* using the 3M SIP2 protocol and the direct user interface mode.

The response packet numbers and their fields controlled by parameters for the SIP 2 mode are defined below:

- [1] = *Amlib DIY* used as a Self-Service Application only
- [2] = *EnvisionWare*
- [3] = *3M*

Type	Comment	Reference No	PROCEED Y/N	System Message	3M SIP2 Protocol Response message/field
Borrower (B)					
B	> max on loan	**1**	**N**	You have exceeded the loan limits at this Library	If Proceed = **N**: **12 – ok = 0** and screen message = **user message**
B	Borrower has memo	**2**	**N**	Please call at the Service Desk as we have a message for you	If Proceed = **N**: **64 - BL = N** Summary Position 4 = **Y** and screen message = **user message**
B	Borrower has overdues	**3**	**Y**	You have overdue items on Loan. Please call at the Service Desk	If Proceed = **N**: **64 - BL = N** Summary Position 0,1 = **YY** and screen message = **user message**
B	Borrower owes money	**4**	**Y**	You have an outstanding account. Please call at the Service Desk	If Proceed = **Y**: Check parameter B30 if amount owing is not zero

					Else: 64 - BL = N Summary Position **0,1** = **YY** and screen message = **user message**
B	Borrower reregister on expiry	**5**	**N**	None	N/A

B	Borrower has expired	**6**	**N**	Your registration has expired. Please call at the Service Desk	If Proceed = **N**: 64 - BL = N Summary Position: **0,1 = YY** and screen message = **user message**
B	Borrower PIN No Required if Proceed = **Y**	**7**	**N**	Please enter your PIN number	If PIN Valid: **64 – CQ = Y** Else: **64 – CQ = N** Summary Position 0,1 = **YY**
B	Log off password	**8**	**Y**	**EXIT** the first 8 chars are used for AMLIB DIY	[1]N/A
B	Inactivity timeout	**9**	**Y**	**120** the first 3 characters are seconds to return to Main Menu on Amlib DIY Module	[1]N/A
B	Borrower group(s) with preceding hyphen If Proceed =**Y**: List of permitted groups If Proceed =**N**: List of prohibited groups ** Used to set internet access for *EnvisionWare*	**10**	**N**		**64 - BL = N** [2]**64** – field **PA** is set to **I** (internet allowed) or **NI** (no internet allowed)

B	3m Checkin	**11**	**Y**	Allow / Disallow returns from Device	**98** – Checkin ok
B	3m Checkout	**12**	**N**	Allow / Disallow issues from Device	**98** – Checkout ok
B	3m Renewals	**13**	**Y**	Allow / Disallow renewals from Device	**98** – ACS renewal policy
B	3m Update status Process 01 Block Patron request	**14**	**N**	Update borrower status if instructed by device	**98** – status update ok
B	3m Offline	**15**	**N**	N/A	N/A for SIP2
B	Amlib version	**16**	**Y**	N/A	N/A for SIP2
B	Institution Id	**17**	**Y**	Amlib Public Library	98 – AO institution id
B	Library Name	**18**	**Y**	Inverness Rd Branch	N/A(if online)
B	Terminal Location	**19**	**N**	INV	N/A (if online)
B	3m Screen message	**20**	**Y**	Welcome to the Library	**98** – **AF** screen message
B	3m Print message	**21**	**Y**	Happy Christmas	**98** – **AG** print line
B	3m Status Proceed	**22**	**Y**	ok	**98** – on-line status
B	Amlib Main Image	**23**	**Y**	<Path to image file>	[1]N/A for SIP2
B	Amlib Borr Image	**24**	**Y**	<Path to image file>	[1]N/A for SIP2
B	Amlib Item Image	**25**	**Y**	<Path to image file>	[1]N/A for SIP2
B	Amlib Allow Print onloan	**26**	**Y**	Print All Items	[1]N/A for SIP2
B	Wand Barcode Desc	**27**	**Y**	Your Card Number should appear here	[1]N/A for SIP2
B	Amlib Allow Print new items	**28**	**Y**	Print New Items	[1]N/A for SIP2
B	Borrower button text	**29**	**N**	Please Press the Enter Key to Continue	[1]N/A for SIP2
B	Borrower fine limit – the 1st 4 digits are limit in cents	**30**	**N**	3100Your Account has exceeded the allowed limit	If Proceed = **N**: and amt owing is > value in message: 6**4 - BL = N** Summary Position 0,1 = **YY** and screen message = **user message** - 1st 4 digits

B	Allow renewals in Amlib	**31**	**Y**	Allow renewals in Amlib without item	[1]N/A for SIP2
B	Amlib Invalid borrower barcode	**32**	**N**	The bar code just entered has a problem. Try again or ask a Staff member for Help	[1]N/A for SIP2
B	Borrower type(s) with preceding hyphen which are classed as ADULT	**33**	**Y**		[2]**64** – field **ZY** is set to ADULT
B	Borrower type(s) with preceding hyphen which are classed as CHILD	**34**	**Y**		[2]**64** – field **ZY** is set to CHILD [3]**64 - BL** = **N** if borrower type in list

Stockitem (S)					
Type	**Comment**	**Reference No**	**PROCEED Y/N**	**System Message**	**3M SIP2 Protocol**
S	Item already on loan	**1**	**Y**	This item may not be issued. Please take it to the Service Desk	If Proceed = **N**: **12 – ok = 0** and screen message = **user message**
S	item has memo	**2**	**N**	This item may not be issued. Please take it to the Service Desk	If Proceed = **N**: **12 – ok** = 0 and screen message = user message
S	item has alert	**3**	**N**	This item may not be issued. Please take it to the Service Desk	If Proceed = **N**: **12 – ok** = 0 and screen message = **user message**
S	item has alien reserve	**4**	**N**	This item may not be issued. Please take it to the Service Desk	If Proceed = **N**: **12 – ok** = 0 and screen message = **user message**
S	If Proceed = **Y**: Check for item charge on return and cancel	**5**	**Y**	Item charge cancelled	[1]**N/A for SIP2**
S	stop issue on charge	**6**	**N**	This item may not be issued. Please take it to the Service Desk	

S	No loan allowed	**7**	**N**	You may not borrow this type of Item	If Proceed = **N**: **12 – ok** = 0 and screen message = **user message**
S	No renewal allowed	**8**	**N**	You may not renew this type of item	If Proceed = **N**: **12 – ok** = 0 and screen message = user message
S	Renewal limit exceeded	**9**	**N**	You have renewed this too often already	If Proceed = **N**: **12 – ok** = 0 and screen message = **user message**
S	Item not for loan	**10**	**N**	This item may not be borrowed	If Proceed = **N**: 12 – ok = 0
S	Renew Overdue Item	**11**	**Y**	Item is overdue and may not be renewed	If Proceed = **N**: **12 – ok** = 0 and screen message = **user message**
S	Max Items Reached	**12**	**N**	You have too many items on loan already	If Proceed = **N**: **12 – ok** = 0 and screen message = **user message**
S	Exceeded Form Limit	**13**	**N**	You have too many items of that type on loan	If Proceed = **N**: **12 – ok** = 0 and screen message = **user message**
S	Magnetic media - Item form code(s) with preceding hyphen If Proceed = **Y**: List of permitted form codes If Proceed = **N**: List of prohibited form codes	**14**	**N**		If form in list and Proceed = **Y**: **12** – magnetic media = **N** Desensitize = **N** Else: **12** – magnetic media = **Y** Desensitize = **N**
S	Magnetic media - Item form code(s) with preceding hyphen If Proceed =**Y**: List of permitted form codes If Proceed =**N**: List of prohibited form codes	**15**	**Y**		If form in list and Proceed = **N**: **12** – magnetic media = **Y** Desensitize = **N**

S	Items not to be removed from library – for example: Reference Item form code(s) with preceding hyphen	**16**	**N**		If form in list: **12** –Desensitize = **N**
S	Default loan period	**17**	**Y**	**-21** When offline allow this to be used as a default loan for display purposes	[1]N/A for SIP2
S	Amlib - Item button text	**18**	**N**	Process the next Item or Press Esc to Finish	[1]N/A for SIP2
S	Allow returns in Amlib	**19**	**Y**	Allow returns in Amlib	[1]N/A for SIP2
S	Amlib - Print return items list	**20**	**Y**	Print	[1]N/A for SIP2
S	Return reserved item	**21**	**N**	The returned item is on reserve to another borrower	If Proceed = Y and item reserved: **10 – alert = Y** and screen message = **user message**

Appendix C: SIP/SIP2 Packets Supported by Vendor Type

3M Self Check

SIP	SIP2
• **97** – Request ACS Resend • **99** – SC Status • **23** – Patron Status Request • **01** – Block Patron • **11** – Checkout • [1]**09** – Checkin	• [2]**63** – Patron Information • **35** – End Patron Session • **17** – Item Information • **29** – Renew • **65** – Renew All • **37** – Fee Paid

[1]SIP2 Extensions are used in the response packet:

- **CV** field – Alert type

  The following alerts are checked for:

VALUE	STATUS
• **01**	• hold for this library
• **02**	• hold for other branch
• **03**	• send to other branch

- **CT** field – Destination Location
- **CY** Field – Hold Patron ID
- **DA** Field – Hold Patron Name

[2]Special processing is used in the response packet:

- Check Borrower Type against the list in parameter **B34**. If found set the Valid Patron flag to **N** and screen message to 'Not a permitted Borrower Type'

TalkingTech iTiva

SIP	SIP2
• **97** – Request ACS Resend • **99** – SC Status • **01** – Block Patron	• **63** – Patron Information • **35** – End Patron Session • **17** – Item Information • **29** – Renew • **65** – Renew All • **15** – Hold

STi LogiTrack RFID

****No packet checksum is generated for this device**.

SIP	SIP2
• **97** – Request ACS Resend • **99** – SC Status • **23** – Patron Status Request • **11** – Checkout • **09** – Checkin	• **63** – Patron Information

EnvisionWare

SIP	SIP2
• **97** – Request ACS Resend • **99** – SC Status • **23** – Patron Status Request • **01** – Block Patron • **11** – Checkout • [2]**09** – Checkin	• [1]**63** – Patron Information • **35** – End Patron Session • **17** – Item Information • **29** – Renew • **65** – Renew All • **37** – Fee Paid

[1]**Special fields or formatting are used in the response packet**:

Non standard fields:

- **ZY** field – Using Borrower type (either **ADULT** or CHILD or no **ZY** field)
- **PA** field - Internet access using Borrower group (**I** = Internet OK / **NI** = No Internet)

Non standard format in fields:

- **AT** field – Overdue items:
  - Item Barcode <space>Item due date<space>Issuing location<space>$0.00<space>Item title
- **AV** field – Fine/Fees:
  - **Transaction id <space>$Fine amount<space> Fine type<space> Item title/comments**
- **AS** field – Available Hold items:
  - **Item Barcode <space>Reserve location<space>Reserve Date<space>$0.00<space>b<space>Item title**
- **CD** field – Unavailable Hold items:
  - **Item Barcode <space>Reserve location<space>Reserve Date<space>$0.00<space>b<space>Item title**

[2]SIP2 Extensions are used in the response packet:

- **CV** Field – Alert type

  The following alerts are checked for:

VALUE	STATUS
• **01**	• hold for this library
• **02**	• hold for other branch
• **04**	• send to other branch

- **CT** field – Destination Location
- **CY** Field – Hold Patron ID
- **DA** Field – Hold Patron Name

SmartLibrary

SIP	SIP2
• **97** – Request ACS Resend • **99** – SC Status • **23** – Patron Status Request • **01** – Block Patron • **11** – Checkout • [2]**09** – Checkin	• **63** – Patron Information • **35** – End Patron Session • [1]**17** – Item Information • **29** – Renew • **65** – Renew All

[1]**Special fields or formatting are used in the response packet**:

Non standard fields:

- **CR** field – Item collection code
- **CS** field – Item Call Number

The fields are separated by a **^** character

[2]**SIP2 Extensions are used in the response packet**:

- **CR** field – Item collection code
- **CS** field – Item Call Number
- **CT** field – Destination Location
- **CV** Field – Alert type

  The following alerts are checked for:

VALUE	STATUS
• **02** • **02**	• hold for this library • hold for other branch

- **CY** Field – Hold Patron ID
- **DA** Field – Hold Patron Name

Appendix D: Setting Amlib DIY Parameters

Location Codes

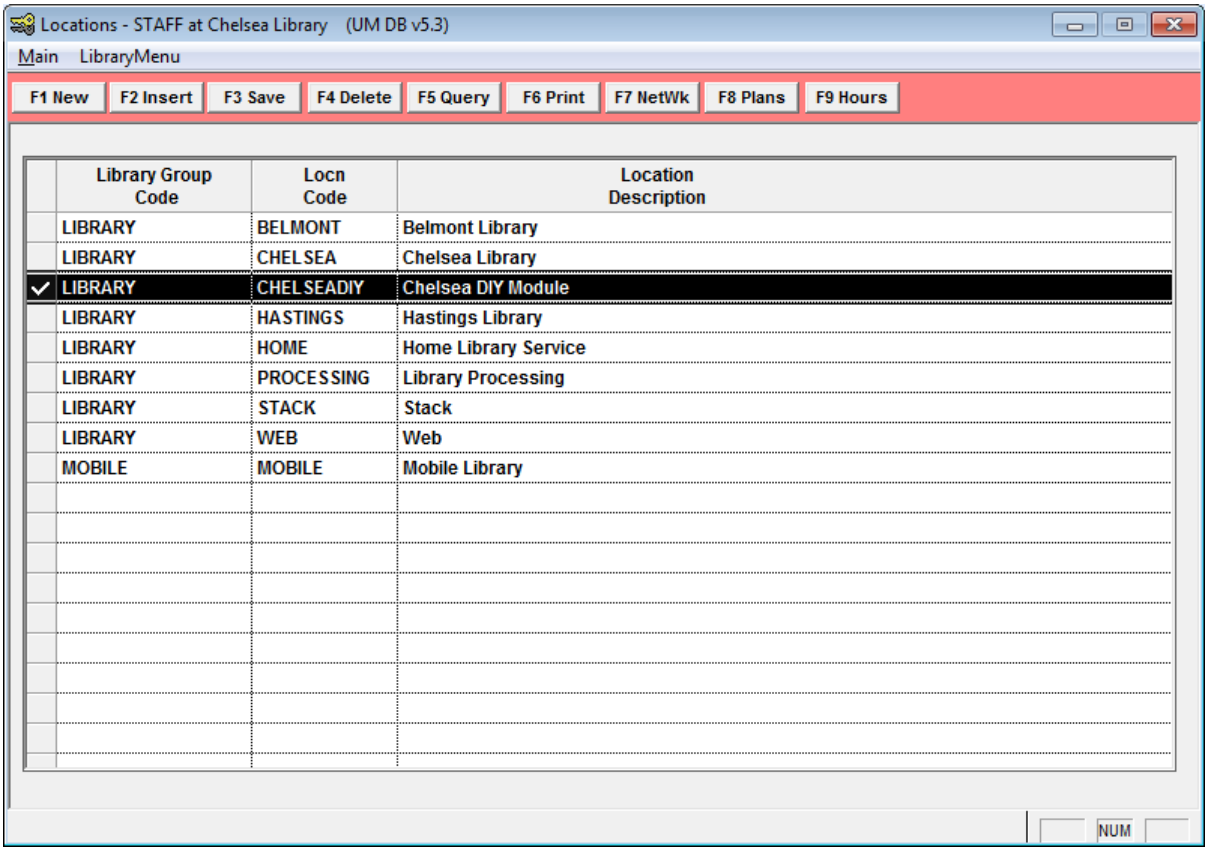
To maintain statistics of DIY usage, it is necessary to create a unique location for each DIY service point. For example: a site intending to use the DIY Service at three (3) separate locations will need to create three (3) separate DIY Location Code entries *in addition to* the normal branch location codes.

Please Note: If separate statistics are not required for DIY machines, it is not necessary to create a separate DIY location. Only create the DIY Username (see next section) and use an *existing* Location code.

1. Launch the *Amlib* client
2. Go to **Main** > **Supervisor** > **Locations** – the Locations screen will display

Enter a New DIY Location

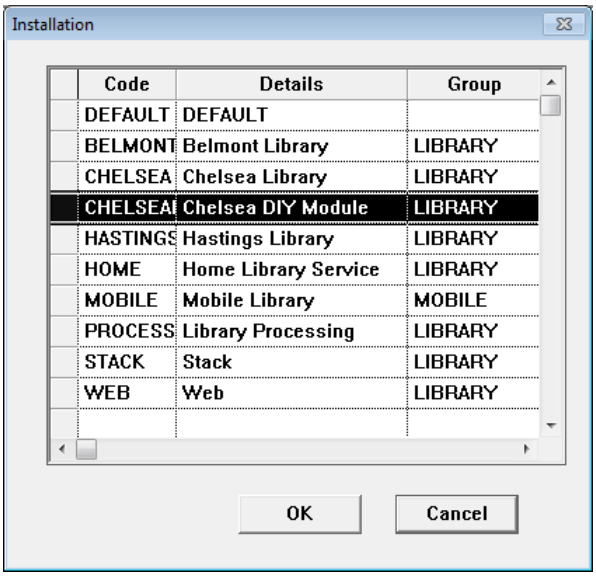
1. Click the **F1 New** or **F2 Insert** button
2. Enter the follow details:
    a. Library Group Code
    b. Locn Code – for example: **CHELSEADIY**
    c. Location Description – for example: **Chelsea DIY Module**
3. Click the **F3 Save** button when complete



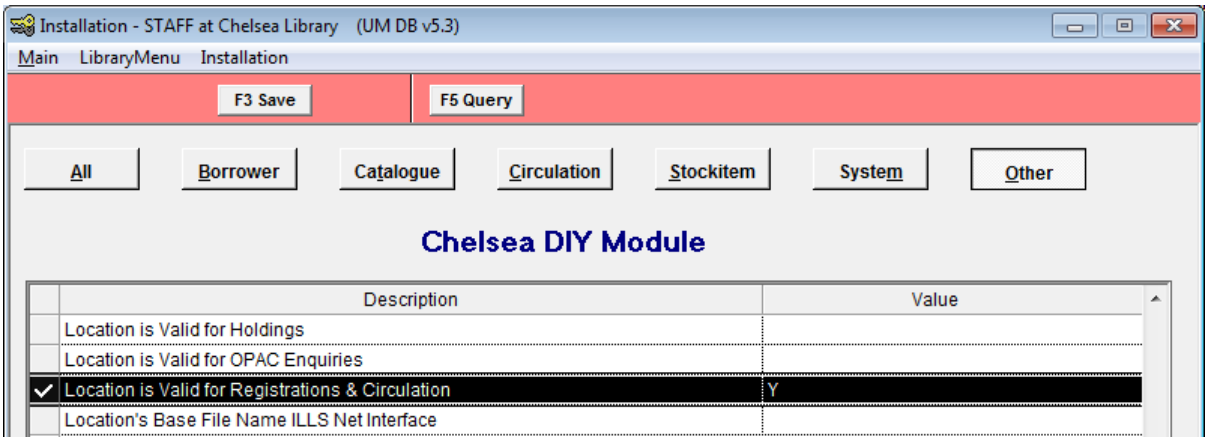
Installation Settings (New DIY Locations Only)

Any new DIY location/s will must be set up as circulating locations.

1. Launch the *Amlib* client
2. Go to **Main** > **Supervisor** > **Installation** – the Installation **DEFAULT** screen will display
3. From the menu, select **Application** > **Choose Location** – the Choose Location screen will display:



4. Select the *new* DIY Location and click the **OK** button
5. The Installation screen will display for the selected Location – for example: **Chelsea DIY Module**
6. Select the Other tab
7. Scroll down to the Location is valid for Registrations & Circulation option – place a Y in the corresponding Value field



8. Click the **F3 Save** button when complete
9. Repeat steps 3 – 8 for all new DIY Locations

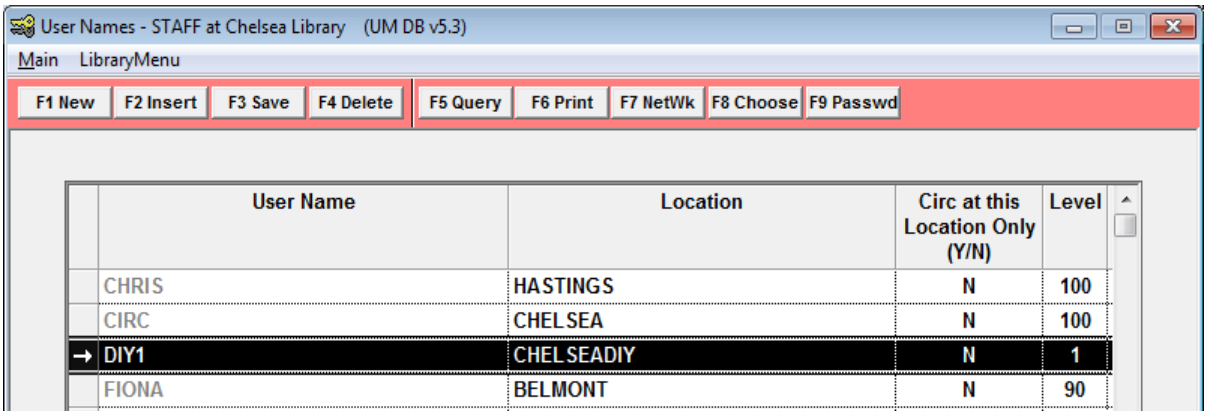
Creating DIY Usernames

To maintain circulation statistics through DIY, separate DIY User Names should be created for each DIY service point.

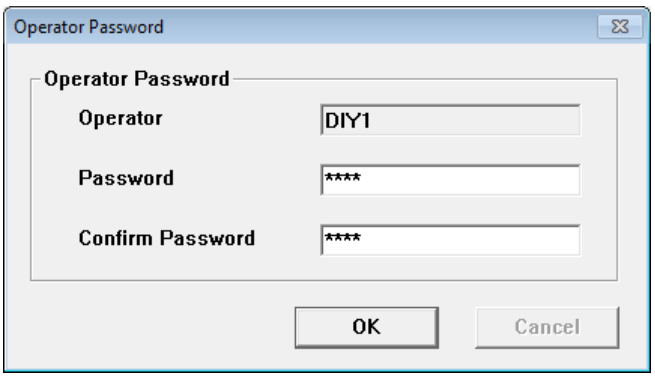
1. Launch the *Amlib* client
2. Go to **Main** > **Supervisor** > **UserNames** – the User Names table will display

Enter a New DIY User

1. Click the **F1 New** or **F2 Insert** button – a new entry will appear in the table
2. Type in the following:
    a. User Name = use one word only – for example: **DIY** or **DIY1**
    b. Location = the default login location of the DIY user – for example: **CHELSEADIY**
    c. Circ at this Location Only = **N**
    d. Level = **1**



3. Click the **F3 Save** button – the Operator Password screen will display:



4. Type in a Password and Confirm Password
5. Click the **OK** button when complete

Please Note: DO NOT use the **F8 Choose** button to assign any User permissions.

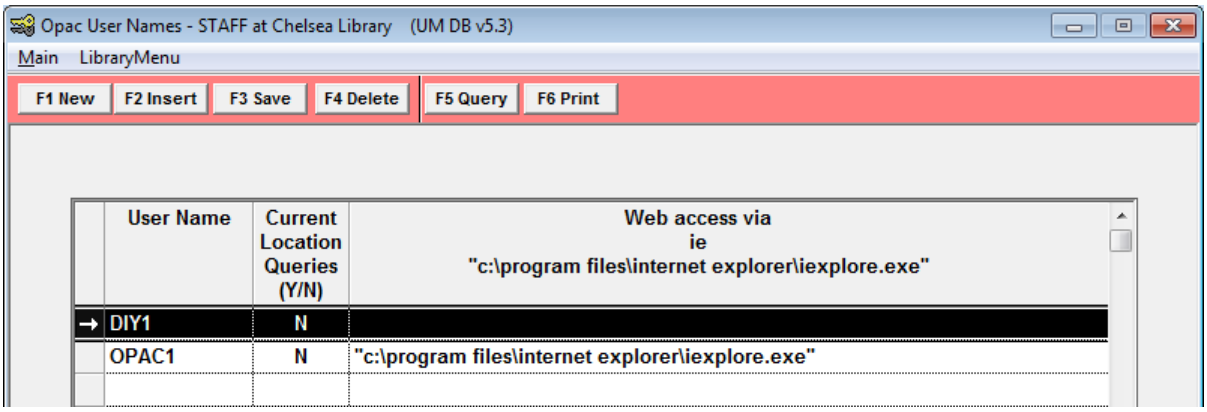
Assign DIY User Names

The DIY User Names must then be set up for use on the Opac User Names screen. A User Names must be assigned for each DIY service point.

1. Launch the *Amlib* client
2. Go to **Main** > **Supervisor** > **Opacs** > **OpacUserNames** – the Opac User Names table will display

Enter a New DIY User

1. Click the **F1 New** or **F2 Insert** button – a new entry will appear in the table
2. Type in the following:
    a. User Name = select a User from drop-down box – for example: **DIY1**
    b. Current Location Queries (Y/N) = **N**
    c. Web access via – leave blank

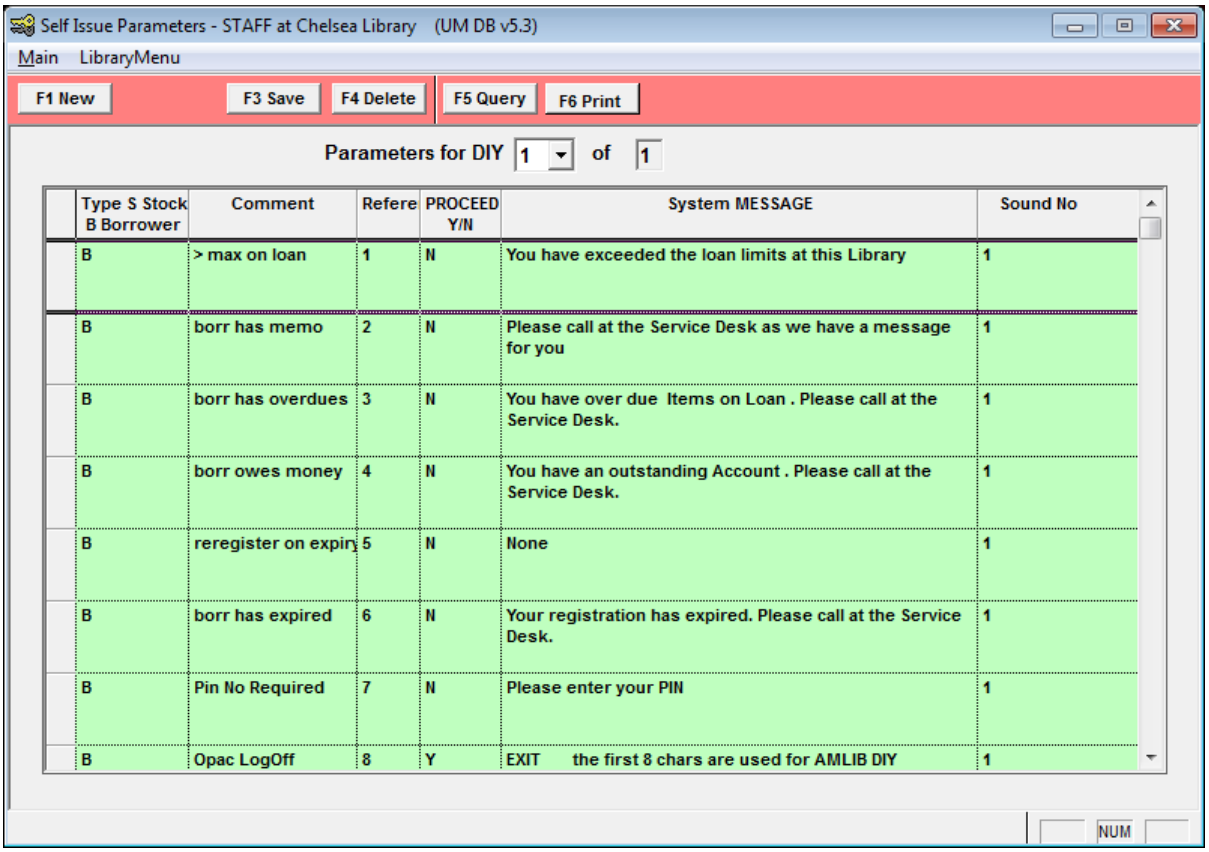


3. Click the **F3 Save** button when complete
4. Exit and restart the *Amlib* client for these settings to take effect

DIY Parameters

The parameters for controlling the *DIY (Self-Service) Module* allow the definition of screen messages and validation overrides. Settings in this table can control the responses made by the devices that interface with the *Amlib DIY Module*.

1. Launch the *Amlib* client
2. Go to **Main** > **Supervisor** > **DIYParams** – the Self Issue Parameters screen will display:



HEADING	DESCRIPTION	EXAMPLE
Type S Stock B Borrower	Indicates whether the message refers to a **Stock**item or **Borrower** process	**S**
Comment	Program reference – for example: **borr has memo**	*Must not be altered*
Reference	Program level reference number	*Must not be altered*
PROCEED Y/N	Indicates whether the loan process is to proceed (**Y**) or it is terminated (**N**). Some settings	**Y**
System MESSAGE	The message that the patron will see displayed when this process occurs	**Please call at the Information Desk**
Sound No	The sound that will be heard when this process occurs. The Sound No is linked to the System Number found in Sounds table (**Main** > **Supervisor** > **SoundTable**)	**1**

Type	Comment	Ref No	Message Explanation – if N is selected in the Proceed column (except as stated)	Sample System Message
Borrower (B)				
B	**> max on loan**	**1**	Type the message you wish your patrons to read if they have exceeded the loan limit	**You have exceeded the loan limits at this Library**
B	**borr has memo**	**2**	Type the message you wish your patrons to read if they have a memo attached to their Borrower record	**Please call at the Service Desk – we have a message for you**
B	**borr has overdues**	**3**	Type the message you wish your patrons to read if they have overdue items on loan	**You have Overdue Items. Please call at the Service Desk.**
B	**borr owes money**	**4**	Type the message you wish your patrons to read if they have overdue items on loan If Proceed = **Y**: Set parameter **B30** to amount allowed	**You have an outstanding Account. Please call at the Service Desk.**
B	**Reregister on expiry**	**5**	Type a message to instruct the patron to re-register	**Please call at the Service Desk**
B	**borr has expired**	**6**	Type the message you wish your patrons to read if their membership has expired.	**Please call at the Service Desk**
B	**Pin No Required**	**7**	If Proceed = **Y**: Type a message instructing the patron to enter their PIN number. For SIP2 Check pin no. supplied.	**Please enter your PIN**
B	**Opac LogOff**	**8**	KEYWORD used to exit the DIY module from the Main menu.	**EXIT** (the first 8 chars are used for AMLIB DIY)
B	**OpacDelay**	**9**	Type in a 3-digit figure to indicate the number of seconds for the DIY to return to Main menu.	**120** (first 3 characters are seconds to return to Main menu on AMLIB DIY)
B	**Borrower groups**	**10**	Borrower group(s) with preceding hyphen If Proceed = **Y:** List of permitted groups If Proceed = **N:** List of prohibited groups (Used to set internet access for *EnvisionWare*)	

B	**3m Checkin**	**11**	Instruct the *3M* device to Allow/Disallow Returns	
B	**3m Checkout**	**12**	Instruct the *3M* device to Allow/Disallow Issues	
B	**3m Renewals**	**13**	Instruct the *3M* device to Allow/Disallow Renewals	
B	**3m Update status**	**14**	Instruct the *3M* device to Allow/Disallow Borrower updates	
B	**3m Offline**	**15**	N/A	
B	**Amlib version**	**16**	N/A	
B	**Institution Id**	**17**	Library Service Name	**OCLC Library**
B	**Library Name**	**18**	Library Name	**Chelsea Library**
B	**Terminal Location**	**19**	Library Location Code	**2/899 Wellington Road, Rowville 3178**
B	**3m Screen message**	**20**	Type the message you wish to display on the *3M* device	**Storytime every Thursday at 10.00am**
B	**3m Print message**	**21**	Type the message you wish to display on the *3M* device.	**Renew your item online at www.amlib.com.au**
B	**3m Status Proceed**	**22**	Type the message you wish to display on the *3M* device.	
B	**Amlib Main Image**	**23**	Type in the path of the Main screen image	**C:\amlib\mm.bmp**
B	**Amlib Borr Image**	**24**	Type in the path of the Patron card entry screen image	**C:\amlib\bm.bmp**
B	**Amlib Item Image**	**25**	Type in the path of the item entry screen image	**C:\amlib\sm.bmp**
B	**Amlib Allow Print**	**26**	If Proceed = **Y**: Will enable a Print button to print all items on loan. Use this message box to insert text within the Print button (Report template name: **$SILOAN.QRP**)	**Press here to Print**
B	**Wand Barcode Desc**	**27**	Type the message you want the patron to read to instruct them to enter their member number in the text box	**Enter your Library Card here**
B	**Print New Items List**	**28**	If Proceed = **Y**: Will enable a Print button to print only items issued in the session. Use this message box to insert text within the Print button (Report template name: **$SILOAN.QRP**)	**Print New Item only**

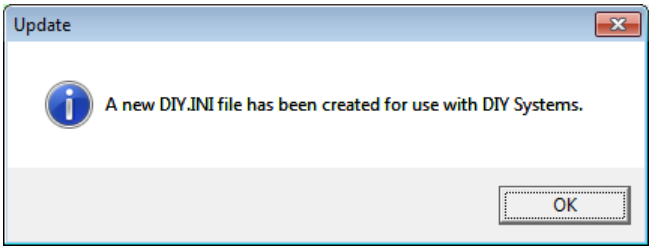
B	**Borrower button text**	**29**	Type the message you want the patron to read if there is a status on their card that stops them from proceeding	**Press Enter to continue** or for touch screen machines: **Touch Here to Continue**
B	**Borrower fine limit**	**30**	The first 4 digits are limit in cents. Used in conjunction with parameter **B4**	**3100Your Account has exceeded the allowed limit**
B	**Allow Renewals in Amlib**	**31**	If Proceed = **Y**: Allow renewals in *Amlib* without item	
B	**Invalid borrower barcode**	**32**	Type the message you want the patron to read if there is a problem reading their card	**The bar code just entered has a problem. Try again or ask a Staff member for Help.**
B	**ADULT Borrower type(s) for internet access**	**33**	Borrower type(s) with preceding hyphen which are classed as ADULT (*EnvisionWare* only)	
B	**CHILD Borrower type(s) for internet access**	**34**	Borrower type(s) with preceding hyphen which are classed as CHILD (*EnvisionWare* only)	
Stockitem (S)				
S	**Item already on loan**	**1**	Type the message you wish your patrons to read if an item already on loan is being re-issued	**This item may not be issued. Please take it to the Service Desk.**
S	**Item has memo**	**2**	Type the message you wish your patrons to read if the item has a memo attached	**This item may not be issued. Please take it to the Service Desk.**
S	**Item has alert**	**3**	Type the message you wish your patrons to read if an alert is attached to the item	**This item may not be issued. Please take it to the Service Desk.**
S	**Item has alien reserve**	**4**	Type the message you wish your patrons to read if the item is reserved for another borrower	**This item may not be issued. Please take it to the Service Desk.**
S	**Cancel item charge**	**5**	Type the message you wish the patron to read if the issue charge is to be cancelled If Proceed = **Y**: Auto charge will be removed on check-in	**Item charge cancelled**
S	**Stop issue on charge**	**6**	Type the message you wish the patron to read if a charge is applicable for the issue	**This item may not be issued. Please take it to the Service Desk.**
S	**No loan parameter**	**7**	Type the message you want the patron to read if the item has no loan parameter.	**This item may not be issued. Please take it to the Service Desk.**

S	**No renewal parameter**	**8**	Type the message you want the patron to read if the item has no renewal parameter.	**This item may not be renewed. Please take it to the Information Desk**
S	**Renewal limit exceeded**	**9**	Type the message you want the patron to read if the item exceeds the renewal limit.	**This item may not be renewed. Please take it to the Information Desk**
S	**Item not for loan**	**10**	Type the message you want the patron to read if the item is not for loan.	**This item may not be issued. Please take it to the Information Desk**
S	**Renew overdue item**	**11**	Type the message you want the patron to read if the item to be renewed is already overdue.	**This item may not be renewed. Please take it to the Information Desk**
S	**Max items reached**	**12**	Type the message you want the patron to read if the item exceeds the patron loan limit.	**This item may not be issued. Please take it to the Information Desk**
S	**Exceeded form limit**	**13**	Type the message you want the patron to read if the item exceeds the patron loan limit for a Form Code.	**This item may not be issued. Please take it to the Information Desk**
S	**Magnetic Media**	**14**	If Proceed = **N**: Will disallow the loan If you have Stockitem Form Codes that are not to be issued. These need to be defined here, separated with dash. For example: to prevent Videos (Form Code = **VI**) and Audio Cassettes (Form Code = **AC**), enter **-VI-AC** in this field along with a message to inform the patron	**-VI-AC These are sensitive items and cannot be lent via DIY**
S	**Magnetic Media**	**15**	If Proceed = **Y**: Will allow the loan if you have Stockitem Form Codes that can be issued. These need to be defined here, separated with dash. For example: to allow CD's (Form Code = **CD**) to be loaned enter **-CD** in this field along with a message to inform the patron	**-CD These are sensitive items and can be lent via DIY**
S	**Not to be removed**	**16**	If Proceed = **N**: Will prevent the loan. If you have Stockitem Form Codes that cannot be issued. These need to be defined here, separated with a dash. For example: to prevent Reference books (Form Code = **RE**) from being issued enter **-RE** in this field along with a message to inform the patron	**-RE These are Reference items and cannot be lent via DIY**

S	**Default loan period**	**17**	If using DIY offline you can define the loan period here. For example: if the loan period is 21 days enter **–21** in this field.	**-21**
S	**Item button text**	**18**	If Proceed = **N**: Will trigger a dialogue box to appear after every issue. Use the message box type the message that will appear in the dialogue box. If Proceed = **Y**: Will not trigger a dialogue box	**Issue successful. Press Enter to Continue**
S	**Allow returns in Amlib**	**19**	If Proceed = **Y**: Will enable a returns function via a Returns button located on the DIY Main screen	
S	**Print return item list**	**20**	If Proceed = **Y**: Will enable a Print button to print returned items in the session. Use this message box to insert text within the Print button (Report template name: **$SILOAN.QRP**)	**Print Returns List**
S	**Return reserved item**	**21**	If Proceed = **Y**: Will alert user with message	**The returned item is on reserve to another borrower**

To alter a system message:

1. Any of the System MESSAGEs can be changed to suit your Library service – for example: the message "**Please call at the Information Desk**" can be changed to something more meaningful
2. Click the **F3 Save** button when complete – a prompt will appear with the following message: **A new DIY.INI file has been created for use with DIY Systems.**



3. Click the **OK** button

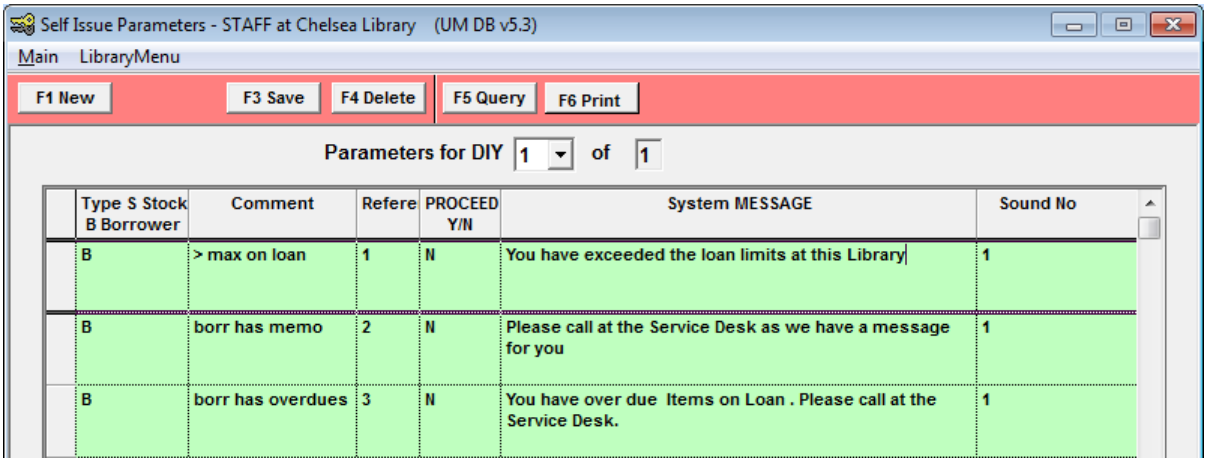
IMPORTANT: Editing the Self Issues Parameters table will generate a new **DIY.ini** configuration file. The updated **DIY.ini** configuration file MUST be copied to the *Amlib Client* folder (for example: **C:\Amlib**) on the *Amlib DIY Self Service* workstation. This file is only used when the *Amlib DIY Module* is used in offline mode – i.e.: not connected to the *Amlib* database.

Please Note: When using *Amlib DIY Module* in "Offline Mode" (i.e. not connecting to the *Amlib* database) the Issue and Return screens are not displayed. Instead, the Offline "select file" window and the *Amlib* offline capture screens are displayed. In this case the Location field and other parameters are read from the standard *Amlib* **offline.ini** file and **DIY.ini** configuration files so that some processing rules may be established. (The **offline.ini** file is the same file used in the *Offline Circulation* module).

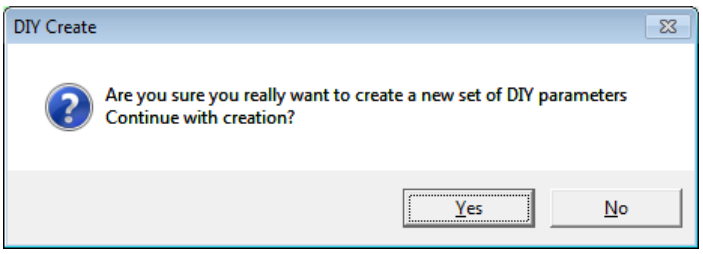
Setting Up Additional DIY Applications

It is possible to run individual DIY applications using different parameters. This is especially useful at sites that incorporate the DIY with another vendor product (*Talking Technologies*, *LogiTrack*) as a backend and at the same time use DIY in the general circulation environment. Both applications may require some parameters to differ in order to perform effectively. Up to nine different sets of parameters can be created.

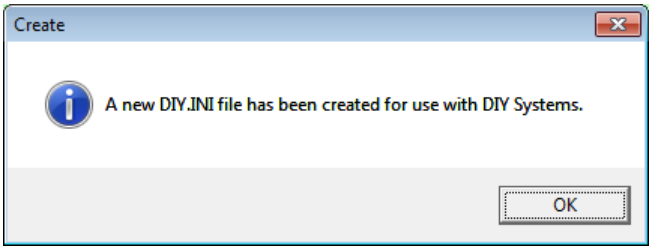
1. Launch the *Amlib* client
2. Go to **Main** > **Supervisor** > **DIYParams** – the Self Issue Parameters screen will display:



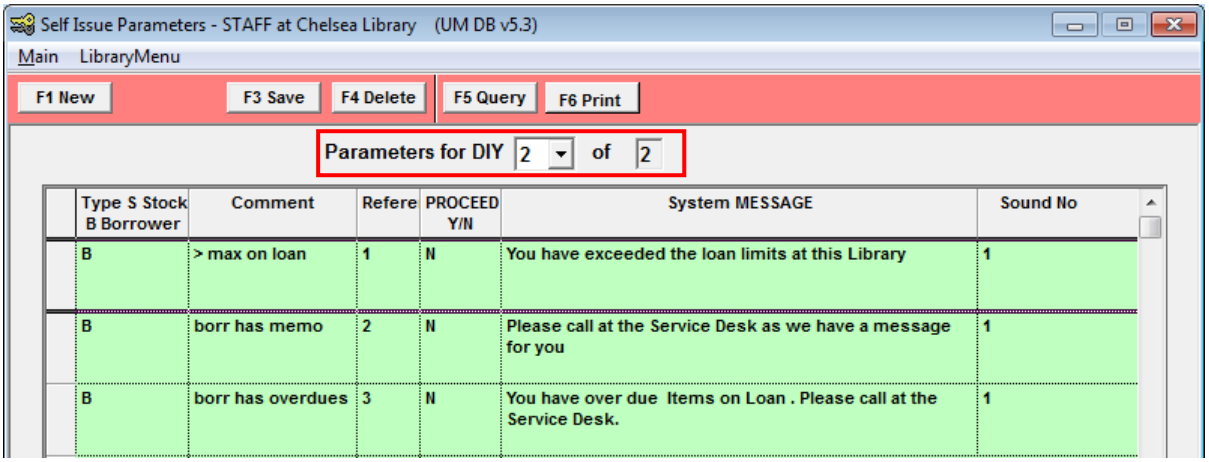
3. Click the **F1 New** button – a prompt with the following message will display:
   Are you sure you really want to create a new set of DIY parameters
   Continue with creation?



4. Click the **Yes** button – a prompt with the following message will display: **A new DIY.INI file has been created for use with DIY Systems.**



5. A new set of parameters have now been created – the Parameters for DIY will now read **2 of 2**:



6. The parameters can be edited as required