Voyager Installation Activity Form

This form allows Ex Libris to collect all relevant information for any Voyager Installation Activity, such as upgrades, installations, data moves, platform changes, and uninstallations. Complete it to the best of your ability and attach it to the support portal case.

# Contact Information

Provide the information of the primary customer contact person for this project and confirm that he or she has a valid Ex Libris support portal account with accurate details.

|  |  |
| --- | --- |
| Institution Name |  |
| Project Type (highlight as appropriate) | Upgrade / Install / Data Move / Platform Change / Uninstall  |
| Primary Contact Name |  |
| Primary Contact Phone |  |
| Primary Contact Email |  |
| Emergency Alternate Phone |  |

# Local Server Information

Provide the details of any local servers involved in this project. Fully completing this section will help us keep our records updated. We do not need the details of servers hosted in our Cloud environment.

## Guidelines

* **IP Address**: allows Ex Libris staff to connect; specify external IP if accessible or internal IP if using a VPN
* **Hostname**: useful when working with multiple servers
* **Operating System**: one of the following: *Linux*, *Solaris*, *AIX*, *Windows*
* **Voyager Password**: required to connect and install software
* **Root Access Method**: specify direct su access, sudo privileges, or an alternate username
* **Root Access Password**: root password for su or sudo credentials, if not voyager
* **Server Role**: nature of the server, depending on activity:
	+ **For Upgrade, Install, or Uninstall**: Use *DB*, *App*, *Web*, *Test*, or combination thereof
	+ **For Data Move or Platform Change**: Use *Source* or *Destination*

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| --- | --- | --- | --- | --- | --- | --- |
| **IP Address** | **Hostname** | **Operating System** | **Voyager Password** | **Root Access Method** | **Root Access Password** | **Server Role** |
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## Examples

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| --- | --- | --- | --- | --- | --- | --- |
| 10.1.1.10 | library | Solaris | voy123 | su | root123 | DB/App |
| 192.81.207.20 | webcat | Solaris | voy123 | su | root123 | Web |
| 192.168.1.4 | catalog | Windows | voyager | Admin user | krak3n | DB Source |
| 192.168.1.5 | catalog2 | Linux | V0y!2# | sudo | Fij413\*4wJ | DB Destination |

## Local Connectivity

Ensure that these IP addresses are able to connect to your local environment:

* 192.80.206.206 (Chicago, USA)
* 212.179.71.70 (Jerusalem, Israel)
* 212.179.71.34 (Jerusalem, Israel)

In order to download the installation packages, the server must allow outbound FTP connections to and transfers from the following Ex Libris FTP servers: ftp.exlibrisgroup.com, ftp.exlibris-usa.com, ftp.exl.de

List any special instructions for Ex Libris to connect to your local server(s), such as a VPN, custom SSH port, or special user account. If the Chicago or Jerusalem IP addresses in the KCS article above are blocked, note that here.

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## Special Configuration

The upgrade process detects and updates most extension modules and special configurations. If you know that your environment has special requirements, list them here. Examples include:

* Upgrading to non-current release (after consultation with Support)
* Analyzer
* Kinetica Prebulk
* Voyager instances that should not be upgraded
* Custom split server (Z39.50 or Webadmin location, etc)

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## Project Considerations

Please be aware of the following considerations for any project:

* Voyager will be **down** and unavailable during the scheduled project window
* You must confirm that you have a successful backup before work starts
* Disable any scheduled backup, reboot, or other jobs during the scheduled project window