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

Last updated: Fri, 17 Apr 2020 14:42:56 GMT

Symptom

- What happens after we schedule a Hosted ILLiad upgrade?

Applies to

- ILLiad

Resolution

Here is what will happen after scheduling the upgrade.

1. Users will receive an email from any of the contacts set up on the scheduler letting them know the date and time the scheduled upgrade will take place. If users do not receive an email within a day, please let OCLC Support know.

2. All time scheduled are in Eastern Time. The system usually updates within a two hour time period. During that time OCLC turns off the Web Services, so no patrons can use the system. Also, no librarians should use the system during this time because work might be lost during the upgrade.

3. It may be beneficial to post a Web Alert for 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, user contacts will be sent another email telling them the upgrade is complete.

5. At this point, the upgrade brings the ILLiad Clients to the newest version. The latest version can also be downloaded at ILLiad Downloads.

6. OCLC will follow up with users to make sure everything is working properly.