

Sierra 3.4 Release Notes

Release Notes

Sierra 3.4 is currently in general release.

New features in Sierra 3.4

- Sierra Offline Circulation client (Please see [Download and Install Sierra Offline Circulation](#))
 - Simplified installation
 - New look and feel
 - Usability tweaks
 - Backwards compatible: the new client can be used with previous Sierra releases, and already-installed Millennium Offline Circulation instances can be used with Sierra 3.4
- Option to enable 2018 Sierra Fines Paid and Collection Agency at upgrade
 - Fines Paid and Collection Agency data will be accessible through Sierra SQL Access
 - Purged charges will be visible in SDA Fines Paid
 - Collection Agency Settings enhancements: addition of Relative Start Date and End Date, modification in how Start Date and End Date apply to fines, replacement of Minimum Days Overdue with Require Bill
 - At conversion, automatic New Submissions reports will be disabled automatically, so that settings can be reviewed before reenabling automatic submissions
 - Updated Patrons reports must be sent under the same Settings that send New Submissions reports. (Under Millennium Collection Agency, it was possible to configure a separate Setting to send all updates.)
 - At large systems with years of Fines Paid data, conversion of Fines Paid to Postgres may take significant time (hours or possibly days). Fines Paid records are converted in reverse order by paid date, so the more recent records will load first and will appear in the SDA as they are converted. Automatic Collection Agency reports will also not be sent until the data conversion is complete.
- Hold request at pickup location before transferring hold/filling at other locations
 - Optional functionality allows libraries using Title Priority Paging to use the the "Pageslips: Number of hours before page can be transferred" option to add a delay in when the system is evaluating whether a newly available item should fulfill an existing hold. This delay is intended to provide staff at the request's pickup location with the time needed to pull available items from their shelves. When enabled, the new behavior should disregard any holds where there is an available item at the patron's specified pickup location, unless the "Pageslips: Number of hours before page can be transferred" has elapsed since the hold was placed.
- User information added to Fund Activity Report
 - Information logged with each voucher and encumbrance now includes the login name of the staff member performing the transaction. This login information is also available for export when the Fund Activity Report is exported to Excel format.

API Features in Sierra 3.4

- New API Endpoints
 - GET /v5/invoices/{id} returns invoice data for a specific invoice ID
 - GET /v5/funds returns funds and can be filtered by internal fund name
- Improvements
 - Enhance existing /patrons/{id}/fines and /patrons/fines/<fineld> endpoints to return additional data fields including: Initials, creationMethod, datePaid, originalPatron, printBill, terminalNumber, transferDate, returnDate
 - API now runs in a Java 8 environment
- Bug fixes
 - Modified POST /v5/patrons and PUT /v5/patrons so that PAT IMAGE file parameter does not require a suffix

Known Issues fixed in Sierra 3.4

We consider the following necessary conditions when posting a new Known Issue:

- The issue was reported by a customer to the Help Desk and sent to our Software Engineering team as a product defect.
- More than one library has reported the issue and/or our staff can replicate on an Innovative test machine. In all cases, we aim to provide consistently updated information that includes a description of the issue, the software version in which the problem was found, and when applicable, the version including the coded resolution.

Reported Issues

No Known Issues currently reported in Sierra 3.4

Fixed Issues

-ACQUISITIONS [3]

Multiple FTX+LIN segments passed to vendor during Edifact ordering

Description: Baker Taylor is reporting that when III customers pass a note, two FRX segments are being sent which they cannot map.

Reported in: Sierra 2.3

JIRA: SIERRA-20970

x and y records information disappeared from older invoices

Description: After the upgrade to Sierra 2.2, information from x and y records (such as servicing costs or postage and packing) disappeared for all records that existed prior to the upgrade. Also, x or y for x and y records does not appear in the Record # column of the invoice.

PreReported in: Sierra 2.0

JIRA: SIERRA-20376

Session statistics and cumulative statistics are not reporting on several record types

Description: Session statistics and cumulative statistics are not reporting on invoice, vendor, resource, license, contact, program, section and volume records.

Reported in: Sierra 2.1

JIRA: SIERRA-20568

-CATALOGING [10]

Export in Create Lists isn't sending out subfields.

Description: When you specify a subfield – for example 260|a from bibs, and you're working in a list that has Store Record Type set to Items and has item records in it – you just get blanks. You do not get the data in the subfield. The Export works fine if you request just 260, but not if you request 260|a or any subfield. Variations like 260??|a do not resolve the problem.

Reported in: Sierra 3.1

JIRA: SIERRA-23417

Data Exchange is stripping some fixed fields, using the b2mtab table.

Description: In Data Exchange, users cannot export certain fixed fields from the b2mtab table.

Reported in: Sierra 3.0

JIRA: SIERRA-23413

Call number searches with certain punctuation fail

Description: Call number search in Sierra SDA fails if call number contains certain punctuation. Same search is successful in the WebPAC.

Reported in: Sierra 2.4

JIRA: SIERRA-22794

Scheduler's not paying attention to the user's "Look Up Call Numbers" Setting when it runs a Task to search.

Description: The "Look Up Call Numbers" Setting affects which records a Create Lists search can find. Users will not be getting the search results sets they expect, without this Setting active for a search. Create Lists Saved Searches that are being run in Tasks when a Scheduled Job runs show the configuration isn't set.

Reported in: Sierra 2.4

JIRA: SIERRA-22545

Blind references include subdivisions option not working

Description: Blind references include subdivisions option not working

Reported in: Sierra 2.3

JIRA: SIERRA-19728

The "Use Displayed Field" does not work as expected in Global Update

Description: In the global update function, the "Use Displayed Field" does not work as expected. Specifically, if there are blanks or "trailing spaces" at the end of a field, such as the 590 marc tag in the bib record or the internal notes field in the item record, checking the "use displayed field" produces unexpected or no results.

Reported in: Sierra 2.3

JIRA: SIERRA-21306

Using EDIT and CLOSE in combination in Z39.50 remote searches causes the SDA to freeze

Description: When using Remote in Sierra Desktop application and the user selects a record from a screen full of search results using "Edit" and then closes out of the record using "Close", the client freezes and does not respond.

Reported in: Sierra 2.0

JIRA: SIERRA-20023

Z39.50: Remote sites unable to send searches to z39server with diacritics encoded in MARC-8

Description: Remote sites querying via Z39.50 cannot find titles with diacritics if they are using MARC-8 encoding. Only queries using UTF-8 encoding are successful.

Reported in: Sierra 2.2

JIRA: SIERRA-21214

Indexrule 27 search then browse results show discrepancies

Description: Dewey/Local Call Number index (e), which uses rule 27, fails when there is a comma in the search term.

Reported in: Sierra 3.3

JIRA: SIERRA-24414

Rapid Update - Individual record option is allowing update of out of scope records

Description: Rapid Update has two options to edit records - multiple records using a review file and individual record that allows update of a single record at a time using the record number (or barcode in the case of item records). When scoped login is used, out of scope records should not be able to be updated and are not if contained in a review file nor can then be updated manually by searching for the record in Catalog or other search function but, can be updated using the individual record option in Rapid Update. This has been fixed so that out of scope records cannot be updated.

Reported in: Sierra 3.3

JIRA: SIERRA-25012

-CIRCULATION [24]

Item STATUS is not set back to the value defined in the Sticky Status field when checked in using selfcheck.

Description: When the Sticky Status field is defined for an item record, then each time that item is checked in the system should set the item's STATUS field back to the value defined in the item's Sticky Status field. However, when an item is checked in using selfcheck then the STATUS field is always changed to 'AVAILABLE' and not the status specified in the Sticky Status field.

Reported in: Sierra 2.3

JIRA: SIERRA-17904

Item_Volume prints MARC 260 |c on PT due slips

Description: When print templates are enabled, Item_Volume element of Due Slip Data Library prints MARC delimiter and subfield information rather than the VOLUME variable-length field in the item record as documented.

Reported in: Sierra 2.0

JIRA: SIERRA-17585

Pay Later and Cancel links from Program Registration paycart lead to blank screen.

Description: When registering for a program that has a fee that can be paid via Ecommerce, clicking the "Pay Later" or the "Cancel" link after submitting the registration results in a blank page. The registration goes through, but then expires based on the time in the ecom_timeout EO. Patrons get no clue that the registration has expired because related messaging would be conveyed on the page that never appears.

Reported in: Sierra 3.1

JIRA: SIERRA-23283

Renewal on selfcheck of item using hourly loan period does not change item's due time.

Description: The renewal should calculate a new due time, according to the loan period in the loan rule.

Reported in: Sierra 2.1

JIRA: SIERRA-20787

Circa returns a 'barcode not found' system error for multiple item barcodes in record

Description: If multiple item barcodes are in an item record, the top barcode in the record will return an error when scanned into Circa.

Reported in: Sierra 2.1

JIRA: SIERRA-16765

The "Charge Amount Less Than" limit doesn't work as expected in Globally Purge Charges.

Description: The "Charge Amount Less Than" limit doesn't work in Globally Purge Charges. When you press the "View Charge Summary" nothing happens. This is only an issue when there is a hundreds separator and a comma not a period is used as the fractions separator in the money format setting.

Reported in: Sierra 1.2

JIRA: SIERRA-16023

SIP2 64 message sends AT fields for items due today

Description: The SIP2 64 response message can optionally, according to the "summary" field of the 63 request message, include barcode "details" of items that are on hold, overdue, checked out, fined, or recalled. The problem is that when overdue item detail is requested, the list of barcodes (SIP2 field "AT") includes items that are due today (not yet overdue).

Reported in: Sierra 1.1

JIRA: SIERRA-15923

SIP2: Adjustment notices not generating for billed items

Description: In SIP2, when checking in an item for which a patron has previously been billed, the bill amount is properly reduced in the patron record, but no adjustment notice is queued.

Reported in: Sierra 1.2

JIRA: SIERRA-16055

Custom Holdslip 2 prints both the patron alias and the patron's last name, first name

Description: The custom holdslip 2 should print the patron's last name (4 characters max), first name (3 characters max) if the record does not include an alias, or only the alias if an alias exists in the record. It should not print both the patron's last name, first and alias.

Reported in: Sierra 2.2

JIRA: SIERRA-20272

Incorrect value in AY element sent in SIP2 response when the AA patron identifier element starts with 'YA'

Description: When a SIP2 message is sent with a barcode starting 'YA' in the AA patron identifier element then an incorrect value is returned in the AY element. This should only be a numeric value (0-9) but an 'A' character is sent.

Reported in: Sierra 2.1

JIRA: SIERRA-19664

Login not recorded when Saved notice jobs are edited

Description: When jobs are edited in the saved notices table, the login is not being recorded in Sierra. The login column should show the "The last login used to modify this notices job."

Reported in: Sierra 1.1

JIRA: SIERRA-14547

Incorrect hold information returned upon selfcheck checkin of items without holds

Description: Incorrect information returned in the hold-related fields upon SIP2 checkin of items without holds if the previous item checked in has a hold, and the Skip Hold Check feature is enabled.

Reported in: Sierra 1.2

JIRA: SIERRA-14944

Patron address lines missing from Patron Display option 'Brief Display w/Address'

Description: The Patron Display menu determines the information that Sierra displays for patron records. In two of these options (Brief Display w/Address and Custom Display), users can choose to display the information in the relevant 'a' or 'h' tagged patron variable length field. However, if the patron display option is set to "Brief Display w/Address" and the patron has three lines in their address then the second line doesn't appear.

Reported in: Sierra 1.2

JIRA: SIERRA-16057

Item paging slip Print Templates truncates field data when an equal sign is present within the field.

Description: Data printed within a Print Templates element should not be truncated if a special character like = is present within a record field.

Reported in: Sierra 1.2

JIRA: SIERRA-16748

Arabic titles don't display in any Count Use functions

Description: Arabic titles don't display in any Count Use functions.

Reported in: Sierra 3.0

JIRA: SIERRA-21654

Changing due time, for hourly loans displays times in the past

Description: When changing due date for hourly checkouts, the Sierra Desktop improperly allows staff to change the due time to an hour in the past. Staff get confused and accidentally click this AM time thinking it means PM (causing the item to check out as overdue).

Reported in: Sierra 2.0

JIRA: SIERRA-17390

Fines waived using the Patron Web Services Development Kit have a payment status of "full payment" or "partial payment" instead of "waive" in Fines Paid.

Description: If you want to waive a fine using the Patron Web Services Development Kit then you should enter value "2" in the Type field. However, this should be recorded with a Payment status of "3" (waive) in Fines Paid but instead it is recorded as having a Payment status value of "1" (full payment) or "2" (partial payment).

Reported in: Sierra 2.3

JIRA: SIERRA-16491

TRS not announcing status of in-transit or on holdshelf holds

Description: TRS does not communicate hold status with "on holdshelf" or "in transit" statuses. Holds that do not have either of these statuses are announced normally (i.e., patron is 2 of 6 holds) to patrons.

Reported in: Sierra 3.1

JIRA: SIERRA-23930

Print Templates for due slips and Email to Patron printer enabled, expected prompts do not appear

Description: When Print Templates are turned on for due slips and Email to Patron printer is selected, the SDA does not prompt to send email to current email or to input a temporary email address.

Reported in: Sierra 1.2

JIRA: SIERRA-17263

Fines tab shows wrong amount with alternate money format setting

Description: When the money format setting sets the number of decimals to zero, the patron's MONEY OWED (if greater than zero) does not display correctly in the Fines tab when the patron record is opened. The right-most two digits are cut off, so for example instead of "NT1,234" the tab would show "NT12". In addition, if MONEY OWED is less than 100, the Fines tab does not display in the warning color. When the user clicks on the Fines tab, the display changes to the correct amount, and the tab shows in the warning color.

Reported in: Sierra 1.2

JIRA: SIERRA-16208

When trying to create new patron record, data exceeds length of field allowed in database but record is still created

Description: When creating a new patron record, staff sometimes inadvertently insert a string larger than 200 characters in the telephone2 (tag p) field. A popup message issues a warning, such as "your record p-4 could not be created. Record p##### failed to update the database." Sierra will not let the user save the changes to this field but the patron record is created anyway in the database with blank fields.

Reported in: Sierra 3.1

JIRA: SIERRA-15889

Auto Notices not generating Statement of Charges

Description: Statement of Charges notice jobs only generate notices when manually prepared. When prepared as an auto notice, the notices do not generate. The auto notices log shows "No notices to print" even when there are notices to print.

Reported in: Sierra 1.1

JIRA: SIERRA-14545

Patron API pintest sends non-printing characters in response

Description: The PINTEST feature appends non-printing characters to the RETCOD value under two conditions: the patron's record is found, but the PIN is incorrect or the patron's record is found, but there is no PIN in the record.

Reported in: Sierra 2.1

JIRA: SIERRA-18261

Checking in item for auto checkout causes Sierra to crash

Description: When the auto checkout feature is enabled, checking in an item to satisfy a hold for auto checkout PTYPE crashes Sierra. Item is not checked out to patron but is placed on holdshelf.

Reported in: Sierra 2.0

JIRA: SIERRA-17595

-ENCORE [2]

Bad record numbers causing keyword indexing to crash on Encore

Description: Keyword indexing on Encore stops because transactions with bad record numbers are being written into the indexing queue, which causes the indexing process to crash when it tries to process the transaction with the bad record number.

Reported in: Sierra 3.2

JIRA: SIERRA-24342

Changes to item status codes on the Sierra server are not showing up in Encore

Description: There is a nightly cron job that runs a script on the Sierra App server to push configuration files over to the Encore server so that it has the latest versions of those configuration files. The script appears to be failing based on recent changes to it.

Reported in: Sierra 3.3

JIRA: ENCORE-8978

-WEB ACCESS MANAGEMENT [7]

EBSCO password strength function not working through WAM

Description: If you sign into Ebscohost via WAM and choose to create a personal account, the color bars that show your password strength do not work, they remain grey. This has caused several students problems as their passwords are rejected but they can't see why.

Reported in: Sierra 1.2

JIRA: SIERRA-16957

Problem with how forward slash is processed when using WAM for Emerald multi-issue journals

Description: Unable to access multi-issue journals through WAM because of webpac encoding for forward slash. Reported in Sierra 3.2.

Reported in: Sierra 3.2

JIRA: SIERRA-23541

Web Access Management: Factiva not working with wam_sslhost_replace set to true

Description: Factiva not working with wam_sslhost_replace set to true.

Reported in: Sierra 2.4

JIRA: SIERRA-21251

WAM access does not work with some browsers

Description: WAM access to Thomson Reuters Practical Law and Westlaw International Materials does not work properly with Mozilla and Chrome browsers; does work in IE.

Reported in: Sierra 3.0

JIRA: SIERRA-23150

LexisNexis database using HTTP1.1 method not supported by WAM

Description: LexisNexis is rolling out a replacement for LexisNexis Academic (Nexis Uni) that utilizes WAM HTTP1.1 methods that are not supported by WAM, specifically PATCH. This will affect all academic libraries that use WAM to access LexisNexis Academic.

Reported in: Sierra 3.1

JIRA: SIERRA-24139

Unable to print from Clinicalkey Patient Education through WAM

Description: Fails to generate the PDF when going through WAM. This is a critical piece of functionality as these are the informational handouts that physicians give to their patients. This also needs to work for Spanish documents as well.

Reported in: Sierra 1.2

JIRA: SIERRA-18347

Web Management Cross Tabs Report spreadsheet interface is not working

Description: Web Management Cross Tab Reports in spreadsheet interface brings up the error message. Reported on servers running RedHat 7 or Centos 7. Reported in 3.2.

Reported in: Sierra 3.1

JIRA: SIERRA-24226

-WEB MANAGEMENT REPORTS [2]

Broken images in Web Management Reports

Description: Check boxes for the various Fund reports in Web Management Reports have broken images.

Reported in: Sierra 3.1

JIRA: SIERRA-24153

Web Management Reports: Vendor Reports fail to load and displays message "The connection was reset"

Description: Attempts to view Full Vendor Reports fail with mostly blank browser page that contains message "The connection was reset". These reports run on port 4445, and the "Brief Vendor Display" reports, which also run on port 4445, are working as expected.

Reported in: Sierra 1.2

JIRA: SIERRA-19915

-WEBPAC [11]

Ratings not displaying in records/results returned by keyword search

Description: In WebPAC keyword searches, the indication that a record has ratings is not displaying following a keyword search. The rating is missing in both record browses and full record displays. If the results are achieved by a phrase index search or a record is arrived at via permalink, the rating displays. The behavior changes slightly when a patron is logged in – the patron can see ratings for

materials following a keyword search, but only for those materials that she has rated. We expect data that should display will display regardless of how the result/record is arrived at.

Reported in: Sierra 3.1

JIRA: SIERRA-24002

Punctuation accepted when new PINs are created by patrons

Description: PINs must use alphanumeric characters only, but Sierra is allowing PINs to be created by patrons that include special characters. This is possible even when either the PIN_ALPHA_NUM or PIN_NUM_ONLY wwwoption is set to a "true" value. Special characters are NOT allowed when an existing PIN is changed, either via the PIN reset mechanism or via "Modify PIN" from the patron record view.

Reported in: Sierra 3.1

JIRA: SIERRA-23941

Reading history paging fails when 'return to record' lands in reading history

Description: Patrons are unable to page through their reading history after the initial view when returning to their record defaults to reading history.

Reported in: Sierra 3.1

JIRA: SIERRA-23404

Item records not displaying in WebPAC when monographic holdings record is suppressed

Description: When systems that have Monographic Holdings suppress a holdings record that has linked items, WebPAC does not display the item records. Records are suppressed independently of each other. When a holdings record is suppressed, WebPAC should know to display the unsuppressed item records linked to the holdings record.

Reported in: Sierra 3.0

JIRA: SIERRA-22465

Percent signs being replaced with jibberish in WebPAC checkin records

Description: When a checkin record has a note field that includes a percent sign followed by other characters, the percent sign and characters do not display. Instead, they are replaced with jibberish. A percent sign without any characters following results in bib record display truncation and WebPAC core dumps.

Reported in: Sierra 2.2

JIRA: SIERRA-20148

Incorrect record browses in WebPAC when authority references exist at beginning of index entries

Description: When the index browse for a phrase search starts with authority references, next /previous record browsing among the set of bibs is off.

Reported in: Sierra 2.0

JIRA: SIERRA-18343

Chinese characters for AM/PM display incorrectly in item record fields

Description: Chinese characters for AM/PM display incorrectly in item record fields when using a traditional Chinese language login

Reported: Sierra 3.3

Jira: SIERRA-25385

Locations intermittently go missing from WebPAC item record displays

Description: Customers report that patrons periodically report locations not displaying in WebPAC item records. The rest of the item (call number, status) displays correctly – it is only the location that is missing.

Reported in: Sierra 3.1

JIRA: SIERRA-23739

WebPAC does not display entire branch name in location limit when the name includes a colon

Description: If a public location/branch name includes a colon, WebPAC truncates the name at the character preceding the colon in the location limit menus.

Reported in: Sierra 3.1

JIRA: SIERRA-23563

Pcode3 displays curly-brace codes in WebPAC self registration form

Description: If the PCODE3 table contains diacritics, the PCODE3 drop-down on the patron self registration page displays curly-brace codes instead of rendered characters.

Reported in: Sierra 2.0

JIRA: SIERRA-18363

Tiff files are not converted to jpeg for display in the browser

Description: Image converter app not working properly. Conversion from TIFF to JPEG fails.

Reported in: Sierra 3.1

JIRA: SIERRA-23427

Exclude reading history feature not working for some keyword searches

Description: Complex keyword searches limited to "Exclude materials I've borrowed" are returning the same number of results as searches without the limit applied; results include items in the patron's reading history. The behavior does not exist when using a phrase index search, or when using a keyword search that includes only one query string and no keyword slice limit applied.

Reported in: Sierra 3.3

JIRA: SIERRA-24363

Bibliographic records containing a 100 marc field that should be updated by Automatic Authority Control Processing aren't being updated

Description: Automatic Authority Control Processing (AACP) does not update 1xx fields in bibliographic records to match the 1xx fields in authority records despite the text in those fields matching the 4xx field in the authority records.

Reported in: Sierra 2.4

JIRA: SIERRA-22687

Preparing to update your system

System Requirements

Sierra 3.4 will require Red Hat or Centos 6x or higher. During the prep phase, the Sierra 3.4 self upgrade checks for the required Operating System and Red Hat Network requirements and will fail if those requirements are not met. Details contained in Solution Article [here](#).

Red Hat Network

Access to several repositories and new packages are needed and the upgrade process for Sierra 3.4 will automatically issue Linux package install requests for packages matching the following patterns :

- epel-release (repository)
 - git
 - ansible
 - json-c-devel
 - librabbitmq-devel
 - unzip
 - python-pip
 - python2-pip
 - wget
 - erlang-solutions (repository)
 - erlang
 - rabbitmq-server
 - logstash (repository)
 - logstash
 - curl

By issuing these requests automatically during the upgrade, if the system being upgraded to Sierra 3.4 is subscribed to the Red Hat Network (or has otherwise been configured to have online access to a repository of operating system packages) at the time of the Sierra 3.4 upgrade, the package additions for Sierra 3.4 will be made automatically and no action is required on the part of the library even for those libraries ordinarily responsible for operating system updates.

Operating System

For Sierra systems running Red Hat Enterprise Linux 4, or running a 32 bit version of Red Hat Enterprise Linux 5, it will be necessary to upgrade the operating system to one of the 64 bit Linux versions above to upgrade to Sierra 3.4.

Solaris

For Sierra systems running any version of Solaris as their operating system, it will be necessary to migrate from that SPARC based server running Solaris to a new physical or virtual Intel/AMD server running 64 bit Linux in order to upgrade to Sierra 3.4.

Release Notes

Release notes include software behavior changes introduced in the update (some may have implications for training or data review prior to upgrade), any actions library staff should take prior to or just after updating the system, and notification of new features and other enhancements included in the update.

For MyLibrary! customers and Sierra API users who also have the Patron Update Web Service, additional configuration may be necessary to enable all functions in MyLibrary! and the Sierra API. Please contact ILL support if you are having trouble updating patron information using the Sierra API or within MyLibrary!.

Actions staff must take

- **(new in Sierra 3.4)** The Sierra 3.4 upgrade will provide the following question during the Prep Phase: Do you wish to enable 2018 Sierra Fines Paid and Collection Agency ? (y/n)
 - If you choose "y", the Fines Paid and Collection Agency data will be converted to the Sierra PostgreSQL database. There is no rollback option once these files have been converted.
 - If you choose "n", the Fines Paid and Collection Agency files will remain unchanged and you will have another opportunity to convert to the new architecture with the next Sierra release.
- This update consists of a Prep and a Commit Phase. The Commit phase will require approximately 45 minutes to 1 hour of downtime and a reboot of the Sierra servers (application and database). If you own an Encore server, it will also be inaccessible during the Commit Phase. **A full backup (both application and DB servers) is required within 24 hours of the commit phase. Please review your backup schedule and choose the day/time for the commit phase accordingly.**
- At the end of the preparation phase, the update process checks for a successfully completed backup within the last 24 hours and will alert you of potential problems. For customers on 5-

day backup schedules, this may indicate that the preparation phase ran on a day outside the normally scheduled backup. This same check is also performed at the beginning of the commit phase. You will not be able to proceed with the commit until a successful backup is verified.

- Innovative customers can request the update via the "Updating your System" section below. Please use the same request form if your library is running a pre-2.0 Sierra version. You can check your version of Sierra by selecting 'About' after clicking 'Help' in the client menu.
- Some libraries have reported that they were unable to launch the Sierra Desktop Application (SDA) after upgrading to Sierra 2.0, SP2 and SP3. This might also be the case with Sierra 2.1-3.4 if you are upgrading from an older release (Sierra 2, SP1 or older). To avoid this problem, you should either launch the SDA using an icon, or use the "noWebStart" method of accessing Sierra. Add "noWebStart" to the URL used to launch the SDA on each affected workstation (Windows or MAC):`http://[APP_SERVER_URL]/sierra/desktop/noWebStart`

If the workstation launching the SDA is using "noWebStart" for the first time, the client will be downloaded and installed at that time. A workstation will only need to download the client the first time that "noWebStart" is used.

Libraries that installed Sierra in November 2012 or later had the "noWebStart" method of access set as the system default during installation. It is unlikely that these libraries will experience a problem. If you are not sure what setting is in place at your library, contact Customer Support. The easiest way to determine if there will be a problem on an individual workstation is to look at the contents of the Sierra Desktop Application folder. You should see `iiirunner.exe`, as in the example below. If the `iiirunner.exe` file is not present, you should reinstall the SDA using the "noWebStart" method mentioned above.

Updating Your System

For libraries running Sierra 2.0 SP1 or older, please schedule the installation of 3.4 with Customer Support. Submit the [Sierra Update Request form](#).

For libraries running Sierra 2.0 SP2 or newer, you now have the ability to self upgrade via the Admin App. Please find the upgrade instructions [here](#).

If you are a Hosted Sierra system or a Combo (single server) Sierra Training system, please schedule the update with Support. Submit the [Sierra Upgrade Request form](#).

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Solution Properties

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