

Follett Software Installation Guide

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by Follett Software Company
1391 Corporate Drive
McHenry, Illinois 60050
(800) 323-3397 or (815) 344-8700

Email: info@fsc.follett.com
techsupport@fsc.follett.com

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Follett Software Company
1391 Corporate Drive
McHenry, Illinois 60050-7041
(800)323-3397
Email: info@fsc.follett.com or techsupport@fsc.follett.com
www.fsc.follett.com

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Chapter 1 Preparing for installation

This guide outlines the tasks necessary to successfully install the following products:

- FairCom Server for Windows NT/2000/2003, NetWare, Linux, Mac OS 9.x and X
- The applications: Circulation Plus, Catalog Plus, Union Catalog Plus, OPAC, and Alliance Plus
- Peripherals and utilities: Conversion, Follett ODBC Driver, Receipt Printer (Transaction Tracker), Patron Conversion Utility, and Missouri State Reports

Many of these products have been developed for multiple operating systems. This guide provides instructions for installing on all supported platforms.

To install and configure the services, please see the appropriate guide:

WebCollection Plus Guide (wcp.pdf)

Follett Data Exchange Guide (fscdx.pdf)

Follett Z39.50 Server Guide (zforce.pdf)

Follett Integration Service Guide (fis.pdf)

Electronic versions of all the guides are located in the EXTRAS\MANUALS folder of our installation CD; many are also available from our Web site at http://www.fsc.follett.com/secured/users_guides/index.cfm.

In this chapter, you'll find:

This chapter contains important information for customers new to our products:

- An overview of the preparatory tasks
- Instructions for gathering the necessary information
- Information about converting your data
- Hardware and software requirements
- An overview of network components, issues, and requirements
- Suggested network configurations
- An installation checklist

We recommend that you carefully read the material in this chapter before proceeding with installation.

Where do I start?

Our product suite consists of several integrated applications and services. Whether you purchased one, several, or all of them, there is a specific order to the installation process. To maintain this order and minimize any problems, please follow the appropriate Installation Checklist on page 26 or 27.

In addition to the order of installation, the point at which you convert or import your existing data is crucial. If you are moving any data into our products, read the section “Do I need to convert my data?” *before* beginning installation.

The preparation tasks and installation instructions for your Follett applications vary, based on the environment in which you plan to use them: single-user, multiuser, or district.

Single-user

In a single-user environment, the library automation system consists of the Follett applications (Circulation Plus, Catalog Plus, and Alliance Plus) running on a single workstation. The single-user product does not include a FairCom Server. Since you can only run the applications from this workstation, a library network is not necessary.

Make sure that your library computer meets our system requirements outlined on page 17, and that the necessary hard drive space is available (page 19).

When you are ready, use the Installation Checklist on page 26 to guide you through the installation procedure.

Multiuser or district

If you plan to install your Follett products on a network with multiple workstations for multiple users, this is a multiuser environment.

If you plan to install your Follett products at several sites on the same or separate networks, and create a union catalog, this is a district environment.

In its simplest form, a multiuser or district library automation system consists of the Follett client applications (Circulation Plus, Catalog Plus, and Alliance Plus) and the FairCom Server. The FairCom Server is installed on a network server that's accessible to all library workstations; the client applications are installed on each workstation or on a network server.

Please review the following items on system requirements, information about the technologies, required network software and protocols, and recommended configurations for your network or union catalog:

- Make sure that your library network meets our system requirements on pages 17 to 19, and that the necessary hard drive space is available (page 19).

- Make sure you understand the network technologies that enable the Follett services and applications: the client/server model; the communications protocols TCP/IP and IPX/SPX; IP addresses; and firewalls. The “Network requirements” section starts on page 21.
- Review the section, “Network configurations” (page 24), and determine the installation locations for your FairCom Server and the applications.
- If you will be using the Follett Data Exchange Server to communicate between your union catalog and its members, also see the *Follett Data Exchange Guide* (fscdx.pdf).

Once you have determined your network configuration, use the Installation Checklist on page 27 to guide you through the installation procedure.

Note: The multiuser applications *can* run on a single computer; this isn't a permanent configuration, however, and can be used only on workstations running Windows 95/98, NT, 2000, or XP Professional. We strongly recommend that you install the multiuser applications on a network. For further information, see Appendix A, “Temporary installation solutions.”

What do I need?

Before you begin, you need to gather some information and make sure you have adequate rights.

- Have your Follett customer number and product key numbers at hand. You received a separate key number for each product you purchased in the correspondence sent with our product. If you purchased the multiuser applications, you also have a key number for the FairCom Server.

If you know your Follett customer number, you can get your key numbers at <http://www.fsc.follett.com/support/>. Select the Product Key Numbers & Expiration Dates hyperlink.

- Be able to log on to the server, if any, with administrative rights. You may also need to disable any anti-virus programs that are running.
- Make sure you know where you are installing the products. The Installer dialogs contain default suggested paths, but you can change many of these.

Do I need to convert my data?

- If you're a customer new to automation, or are currently using version 4.xx or 5.xx of the Follett applications, you can proceed with installation.
- If you are upgrading from one of the following versions:
 - Circulation Plus or Catalog Plus (Unison) v1.22/1.50/1.60 for MS-DOS
 - v2.xx for Mac OS

v3.xx for Windows

You **MUST** convert your data **BEFORE** installing your new applications.

- If your library is using an earlier version of Circulation Plus or Catalog Plus (Unison) or a pre-Unison version (6.xx/7.xx for MS-DOS), or if you need to convert data from another vendor's library automation system, or if you don't feel comfortable running the conversion yourself, contact our Customer Service department for information on our conversion services.

Who uses the various applications, and where?

This section provides definitions about the applications, the modules that comprise them, and their primary users. These will help you determine where to install the applications, which shortcuts to provide, and how to assign rights.

Application modules

The Follett applications consist of several integrated modules:

Circulation Plus includes the basic shared modules: System Setup, Reports, Cataloging, Utilities, Backup and Restore; plus the circulation modules: Circulation Desk, Inventory, and Patron Maintenance.

Catalog Plus includes the basic shared modules: System Setup, Reports, Cataloging, Utilities, Backup and Restore; plus OPAC (On-line Public Access Catalog) for your patrons (students).

Union Catalog Plus is similar to Catalog Plus, allowing you to create a district-wide database from all the records of the member sites.

Alliance Plus, Transaction Tracker, WebCollection Plus, Z39.50 Server, Missouri State Reports, Follett ODBC Driver, and Follett Data Exchange Server are additional software products that require a key number.

Conversion, Patron Conversion Utility, Barcode Fonts, Epson printer drivers, and others are products that do not require a key number.

Workstations

A workstation is a computer used by the library staff to circulate or catalog the library collection. In a single-user environment, you install and run all your Follett applications at one workstation. In a multiuser environment, you can install the applications either once to a server or at each workstation. (For the pros and cons of each, see "Network configurations" on page 24.)

In a district environment, if you're installing Union Catalog Plus with Follett Data Exchange Server, you must install a copy of Union Catalog Plus on the workstation(s) from which you plan to administer the union. Microsoft's Internet Explorer 5.x must be installed before you can install Union Catalog Plus with DX.

Search stations

A search station is a library computer used by the patrons (students). These computers support database searches conducted with OPAC, but cannot access any of the other Circulation Plus or Catalog Plus applications.

System requirements

The following tables describe the *recommended* hardware and software requirements for the single-user and multiuser products and the hard drive space needed to store the applications and your patron, title, and copy records (see page 19). For the minimum hardware requirements, or those for other Follett products, please visit our Web site: <http://www.fsc.follett.com/products>.

Servers

Servers hosting the FairCom Server (database server)		
Windows or NetWare	<ul style="list-style-type: none"> Windows NT* 4.0 Server (with Service Pack 6a or later), Windows 2000* Server, Windows 2003* Server or Novell NetWare 4.x, 5.x, or 6.0 Pentium II 300MHz processor or faster** 256 MB RAM or more 	<ul style="list-style-type: none"> CD-ROM drive UPS (Uninterruptible Power Supply)*** TCP/IP or IPX/SPX (see page 22) Ethernet interface
Macintosh[®]	<ul style="list-style-type: none"> Mac OS 9.x AppleShare IP 6.3.x**** G3 233MHz processor or faster 256 MB RAM 	<ul style="list-style-type: none"> CD-ROM drive UPS (Uninterruptible Power Supply)*** TCP/IP Ethernet interface
Important: The FairCom Server for Mac OS 9.x and before must be installed and run in the foreground on a dedicated server for Mac. You can install the Follett applications on the same machine, but you'll need to install them from another workstation.		
Mac OS X	<ul style="list-style-type: none"> Mac OS X, version 10.1 or later AppleShare IP 6.3.x**** G4 350MHz processor or faster 256 MB RAM 	<ul style="list-style-type: none"> CD-ROM drive UPS (Uninterruptible Power Supply)*** TCP/IP Ethernet interface
Linux	<ul style="list-style-type: none"> Red Hat Linux 7.1 or later Pentium II 233MHz processor or faster 256 MB RAM CD-ROM drive 	<ul style="list-style-type: none"> UPS (Uninterruptible Power Supply)*** TCP/IP Ethernet interface

* Windows NT, 2000, and 2003 file servers must have a static IP address.

** If you are running Union Catalog Plus with 1-4 members, we recommend the Pentium II 300MHz processor or higher and 256 MB RAM or more.

If your union contains 5-14 members, we recommend the Pentium III 600MHz processor or higher and 512 MB RAM or more.

If your union contains 15-50 members, we recommend dual Pentium III 600MHz processors or higher and 1 GB RAM or more.

If your union has more than 50 members, please contact Follett Software Company's Technical Support department for specifications.

*** Recommended. A UPS protects a specific computer from sudden power loss and possible data corruption by providing the computer with an emergency power source.

**** Required if using file sharing services, but not required for the FairCom Server alone.

Workstations

Workstations—single-user, multiuser, and district environments

Windows[®]	<ul style="list-style-type: none"> Windows 95/98, Windows NT Workstation 4.0 with Service Pack 6a or later, Windows 2000 Professional, or Windows XP Professional Pentium II 300MHz processor or faster 64 MB RAM for Windows 95/98, 256 MB RAM for Windows NT 4.0, 2000 Professional, or XP Professional CD-ROM drive (required for installation in single-user environments and to run Alliance Plus) 	<ul style="list-style-type: none"> 16-bit color monitor Sound card (recommended) TCP/IP or IPX/SPX (see page 22) (multiuser and district environments only)* Network client software (if using IPX/SPX) Ethernet interface (multiuser and district environments only)
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Windows Me and Windows XP Home are *not* supported.

Macintosh	<ul style="list-style-type: none"> Mac OS 8.x or 9.x** G3 233 MHz processor or faster 64 (8.x) or 128 (9.x) MB RAM or more CD-ROM drive (required for installation in single-user environments and to run Alliance Plus) 	<ul style="list-style-type: none"> 16-bit color monitor TCP/IP (see page 22) (multiuser and district environments only) Ethernet interface (multiuser and district environments only)
Mac OS X Classic mode only	<ul style="list-style-type: none"> Mac OS X, version 10.2 or later and Mac OS 9.1 or 9.2** G4 processor 256 MB RAM CD-ROM drive 	<ul style="list-style-type: none"> 16-bit color monitor TCP/IP (multiuser and district environments only) Ethernet interface (multiuser and district environments only)

* If Windows workstations need to connect via IPX/SPX to a FairCom Server on a Novell NetWare server, configure the latter server as the preferred server on each workstation in the library network.

** To view patron pictures on Mac OS, QuickTime v3.0 or higher is required. To use TitlePeek, workstations must have v8.6 or 9.x.

Important: If you're installing Union Catalog Plus with Follett Data Exchange Server (DX), you must identify the workstation(s) from which you plan to administer the union catalog. To connect with DX members, these workstations must have Microsoft Internet Explorer 5.0 or higher (see also "Network configurations" on page 24).

To use TitlePeek, workstations must have current browser software installed. See the Browser table on page 18.

Browsers

Browsers—workstations and search stations

Windows	<ul style="list-style-type: none"> Internet Explorer v5.x, v6.x 	<ul style="list-style-type: none"> NetScape v7.x
Macintosh OS 8.x, 9.x or 10.x Classic mode only	<ul style="list-style-type: none"> Internet Explorer v5.x Safari v1.1 or later 	<ul style="list-style-type: none"> NetScape v7.x

To use features in WebCollection Plus, the browser must accept cookies.

Search stations

Search stations

Windows	<ul style="list-style-type: none"> • Windows 95/98, NT Workstation 4.0 with Service Pack 6a, 2000 Professional, or XP Professional • Pentium II 300 MHz or faster • 64 MB RAM for Windows 95/98, 256 MB RAM for Windows NT/2000 • 16-bit color monitor 	<ul style="list-style-type: none"> • Sound card (recommended) • CD-ROM drive (for installation) • TCP/IP or IPX/SPX (see page 22)* • Network client software (if using IPX/SPX) • Ethernet interface
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Windows Me and Windows XP Home are *not* supported.

Macintosh	<ul style="list-style-type: none"> • System 7.6.1 or Mac OS 8.x or 9.x** • PowerPC 601 100 MHz for 7.6.1 G3 233MHz or faster for 8.x or 9.x • 32 MB RAM for 7.6.1 64 MB RAM for 8.x 128 MB RAM for 9.x 	<ul style="list-style-type: none"> • 16-bit color monitor • CD-ROM drive (for installation) • TCP/IP (see page 22) • Ethernet interface
------------------	---	---

Mac OS X Classic mode only	<ul style="list-style-type: none"> • Mac OS X, version 10.2 or later and Mac OS 9.1 or 9.2** • G4 processor • 256 MB RAM 	<ul style="list-style-type: none"> • 16-bit color monitor • CD-ROM drive (for installation) • TCP/IP • Ethernet interface
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* If Windows search stations need to connect via IPX/SPX to a FairCom Server on a Novell NetWare server, configure the latter server as the preferred server on each search station in the library network.

** Using Visual OPAC on Mac OS requires QuickTime v3.0 or higher and a PowerPC Macintosh. To use TitlePeek, search stations must have v8.6 or 9.x.

Important: To view electronic resources with OPAC, or to access WebCollection Plus or TitlePeek, search stations must have current browser software installed. See the Browser table on page 18.

Hard drive space

The hard drive space required depends on the applications you plan to install and the number of title, copy, and patron records in the library database. To determine the hard drive space you need for your computer system, review the following tables and add up the appropriate space requirements.

The following table lists the required hard disk space for each FSC product and then the space required for daily operations:

Application	Required hard drive space
FairCom Server	1 MB
Circulation Plus	18 MB
Catalog Plus	15 MB
Circulation Plus and Catalog Plus	21 MB
Union Catalog Plus	15 MB

Application	Required hard drive space
Alliance Plus	7 MB
OPAC	5 MB
WebCollection Plus for NetWare	2 MB
WebCollection Plus for Windows	3 MB
Z39.50 Server	3 MB
Follett Data Exchange Server	4 MB
Operating requirements	Transaction processing: 12 MB Storage space for temporary files: <ul style="list-style-type: none"> • For single-user systems, add 25 MB. • For multiuser or district systems, add 30 MB. Important: You should periodically check the contents of TEMP in CC40 (Circulation Plus/Catalog Plus) or UC40 (Union Catalog Plus) and remove older .LOG files and exception reports.

Based on the quality and length of your MARC records, the amount of hard drive space required for your library collection database can vary greatly. An extremely high-quality MARC bibliographic record with a single copy can require slightly over 9 KB of hard drive space. The calculations assume a single copy for each title record. Using this figure, the following table lists the hard drive space requirements based on the number of records in the collection:

Titles	Required hard drive space	Titles	Required hard drive space
500-1000	10 MB	10,001-50,000	90-450 MB
1001-5000	10-45 MB	50,001-100,000	450 MB-1 GB
5001-10,000	45-90 MB	100,001-200,000	1-2 GB

If you plan to install Circulation Plus, you'll need additional hard drive space for patron data. The average patron record requires slightly over 1 KB of hard drive space (excluding patron pictures). Using this figure, the following table estimates the space needed based on the number of patrons in the library database:

Patrons	Required hard drive space	Patrons	Required hard drive space
1-1000	1 MB	1001-10,000	1-11 MB

Patron pictures will require additional space. The space required will vary based on the format and size of the images.

If you are installing Union Catalog Plus, the amount of hard drive space necessary for the union database will vary depending on the number of members in the union and the size of their collections. The following table estimates the space requirements based on the number of members in the union database:

Members	Required hard drive space	Members	Required hard drive space
1-4	1 GB	15-50	8 GB
5-14	3 GB	51+	Contact Follett's Technical Support department for specifications

Important: While considering the disk space required to support your library, we recommend that you also consider devising a backup method for your computer systems if you haven't already. Backing up your data on a regular basis is the simplest and most effective plan for data recovery. See the chapter, "Backing up your database," in the *User's Guide* for help in creating a backup schedule.

Network requirements

In addition to the hardware and software requirements associated with Circulation Plus, Catalog Plus, and Union Catalog Plus, multiuser and district environments need to consider network components. This section discusses the following:

- Client/server (see "What's client/server?" below)
- TCP/IP and IPX/SPX (see page 22)
- IP addresses (see page 23)
- Multiple library database support (see page 23)
- Network configurations (see page 24)
- Firewall considerations (see page 24)

What's client/server?

Client/server refers to a multiuser configuration in which two or more computers on a network divide the computing responsibilities. In this system, the client software runs on the library workstation, providing the interface used by the library staff and patrons. As they add or update records or conduct searches, the client sends requests to the FairCom Server using a network communication protocol (TCP/IP or IPX/SPX).

The FairCom Server, on another computer, responds to the clients by processing the requests: the server receives the requests from the client; adds, updates, or retrieves the relevant data; and sends it back to the client workstation. The server also performs ongoing maintenance of the title, patron, and transaction database.

By using this client/server technology, Follett products can increase performance across your library computer network. This improved performance is a result of reductions in network traffic and the number of files managed by the file server.

Network client software

The client/server system requires that workstations have network client software. This software varies with the network operating system used to support the FairCom Server.

If you install the FairCom Server on a computer running Windows NT/2000 Server, or Mac OS and AppleShare, the supported workstation and search station operating systems include the network client software you need.

If you plan to run the FairCom Server on a Novell NetWare server, the network client software you need depends on the protocol you use to communicate between the database server and the client applications. If you use TCP/IP, no additional network client software is needed. If you use IPX/SPX, your Windows workstations and search stations should have the most recent Novell client that is available for the operating system.

Important: The Follett applications installed on workstations running Mac OS can *only* connect to a FairCom Server on a Novell NetWare server via TCP/IP. No additional network client software is needed. However, when you install the FairCom Server for NetWare, you must choose either dual-protocol (TCP/IP and IPX/SPX) or TCP/IP only during the installation.
All installations of WebCollection Plus require TCP/IP.

TCP/IP and IPX/SPX

TCP/IP (Transmission Control Protocol/Internet Protocol) and IPX/SPX (Internetwork Packet Exchange/Sequence Packet Exchange) are protocols for communication and file transfer between computers on a network.

If your FairCom Server runs on a Windows NT/2000/2003 or Mac OS computer, you use TCP/IP.

However, if your FairCom Server runs on Novell NetWare, you can use TCP/IP, or IPX/SPX, or both. To connect to either Windows or Macintosh workstations, you need only TCP/IP. If you're currently connecting to Windows workstations via IPX/SPX and don't want to change their protocol setup, you can continue to use IPX/SPX; however, if you also need to connect to Macintosh workstations, you need both TCP/IP and IPX/SPX.

Important: You can minimize network traffic if you use the same communication protocol on all your workstations and search stations.

IP addresses

An IP address identifies a specific computer or device on a TCP/IP network. Servers and workstations in a client/server environment use these addresses when sharing data and applications over the network. Without its address, your workstations cannot find the server containing the library database.

Before assigning IP addresses to the workstations on your network, determine whether the network has access to the Internet. If it does, you must use IP addresses assigned by your ISP (Internet Service Provider). IP addresses assigned by these resources help avoid duplicate addresses and conflicts with other sites on the Internet.

If your workstations access the Internet using dial-up networking, your ISP can provide you with a range of IP addresses to assign to your workstations or simply assign IP addresses dynamically (assign a unique IP address to the workstation each time it connects to the Internet).

Please note that even if you decide to use dynamic addresses, you must assign a permanent (static) address to the server running the FairCom Server. The workstations can't locate the server if its address changes. Your ISP can provide you with IP addresses for the workstations in your network or additional information on dynamic IP addresses.

If the library network does not connect to the Internet, you can use the private address space defined by Internet Assigned Numbers Authority. For additional information on private IP addresses, contact an ISP or visit <http://www.iana.org>.

Multiple databases and multiple installations

You can use a single FairCom Server to support more than one library database on your network. Make sure the server running the FairCom Server has enough RAM and hard drive space for the patron, title, and copy records in each library database, and that each library on the network has access to the FairCom Server. To set up a folder for each library's database, see the instructions on page 37.

You must, however, install a separate copy of the Follett applications for each library database. If you're using just one server machine, install each copy to a different folder.

The following table shows the possibility of installing more than one service on a server machine, and whether or not the service can support multiple databases:

Service	Install more than one instance on a machine?	One installation supports multiple databases?
FairCom Server	No	Yes
Follett Data Exchange Server	No	Yes
WebCollection Plus	No	Yes
Z39.50 Server	Yes	No

Communicating through a firewall

A firewall is third-party software used to keep unauthorized individuals outside your library from retrieving data via networked communication links. Typically, firewall software uses port ranges to restrict information flow.

Firewalls can be very beneficial, but can also inhibit the communication you *want* to take place. For example, the essence of the Follett Data Exchange Server is communication across a network. Therefore, the firewall must be set up to allow data to transfer between the union catalog and member while blocking others.

Due to the complexity of setting up firewall software and port ranges, we strongly recommend that you enlist the aid of your technology coordinator or arrange to have Follett Software Company help you.

If you subscribe to Alliance Plus Online, you must open port 5151 for its data transfers. See Chapter 6, "Setting up online services," for more information on configuring Alliance Plus Online.

For information on configuring your firewall software to work with the Follett Data Exchange Server, WebCollection Plus, or Z39.50 Server, contact Follett Software Company's Technical Services department.

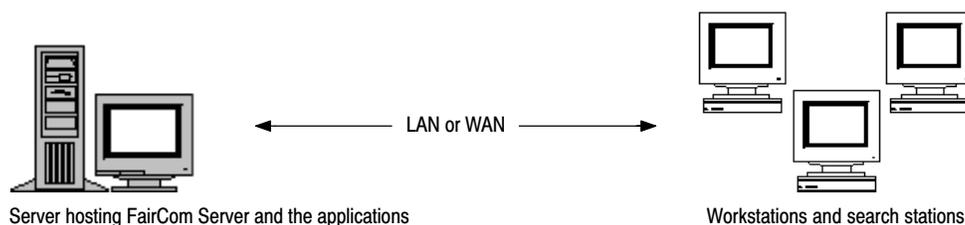
Network configurations

In its simplest form, a multiuser or district library automation system consists of the Follett client applications (Circulation Plus, Catalog Plus, Alliance Plus) and the FairCom Server.

You can install the client applications on each workstation or on a network server. You must install the FairCom Server on a network server that's accessible to all workstations. Follett requires that the network server running the FairCom Server be used exclusively as a server and not as a workstation.

We suggest using one of the following network configurations when installing the FairCom Server, Circulation Plus, Catalog Plus, Union Catalog Plus, Alliance Plus, and OPAC for Mac OS or Windows. We have included the advantages and disadvantages for each.

Note: Typically, performance across a LAN will be faster than across a WAN.

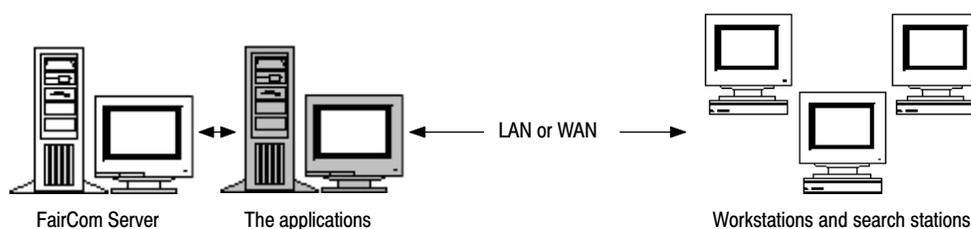


Server hosting FairCom Server and the applications

Workstations and search stations

Run the FairCom Server and serve the applications from a single computer. This configuration can slow system performance as network traffic and workstation (client) activity increases, but it requires fewer server computers.*

Important: On Mac OS 9, you must install and run the FairCom Server in the foreground on a dedicated server. You can install the Follett applications to a file server on the same machine, but you'll need to install them from another workstation.



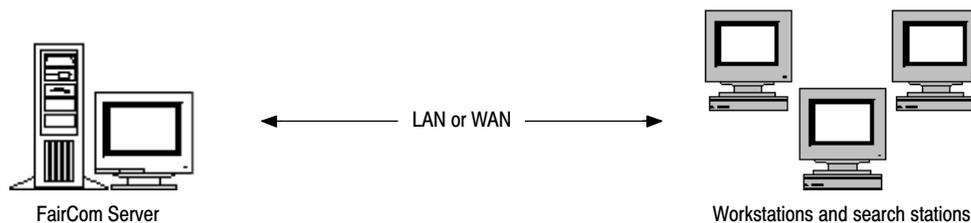
FairCom Server

The applications

Workstations and search stations

Run the FairCom Server and serve the applications on separate computers.

This configuration doesn't reduce network traffic but makes fewer demands on any single server.*



FairCom Server

Workstations and search stations

Run the FairCom Server on a single computer and install the applications on the workstations. This configuration is more difficult to maintain as you must apply any software updates to each workstation on the network, but it reduces network traffic by running the applications directly on each workstation.*

*** Important:** If you're installing Union Catalog Plus with Follett Data Exchange Server (DX), you must identify the workstation(s) from which you plan to administer the union. To connect with DX members, you must install Union Catalog Plus directly to the workstation(s). The workstation(s) must also have Microsoft Internet Explorer 5.0 (or later).

What's Next?

After confirming that your library computer systems meet the minimum requirements and completing the preparatory tasks outlined in this chapter, you are ready to install the FairCom Server and the Follett applications.

Use one of the following Installation Checklists to guide you through the procedures.

Make sure that you follow the steps in the order they appear.

Important: It is essential that you install the current version of all applications and services.

Installation Checklist for single-user applications

Use the following checklist to guide you through the tasks you need to complete when installing or updating the Follett applications. Make sure that you follow the steps in the order they appear:

- 1. Confirm that your library computer system meets the system requirements described on:
 - Page 17 for hardware and software requirements
 - Page 19 for hard drive space requirements
- 2. Make sure you have your Follett customer number and key numbers on hand. The Installer prompts you to enter these numbers for each product you're installing.
- 3. Convert your data if necessary. See "Do I need to convert my data?" on page 15 to determine whether or not you need to install the Conversion utility and perform a conversion.
If you do:
 - a. Install Conversion. Use the instructions in Chapter 3 for Windows systems, or in Chapter 4 for Macintosh.
 - b. Convert your data. See the instructions in the *Conversion Guide*, included with your product mailing. You can find an electronic copy, *fsconv.pdf*, in the EXTRAS\MANUALS folder on the Follett Software CD.

Warning: You must run the conversion *before* installing the applications.
- 4. Install the Follett applications.
You can find instructions for these in:
 - Chapter 3 for Windows systems
 - Chapter 4 for Macintosh systems
- 5. Initialize the database. Make sure to select the check box on the Finish dialog of the Installer. This may take a few moments to complete.
- 6. Provide the library staff with a printed guide for the applications, or copy the electronic (.pdf) guide from the EXTRAS\MANUALS folder of the CD onto the user's workstation and install Adobe® Acrobat® Reader®.
- 7. The library staff should complete the setup tasks in the System Setup unit of the *User's Guide*.

Installation Checklist for multiuser and district applications

Use the following checklist to guide you through the tasks you need to complete when installing or updating the Follett applications. Make sure that you follow the steps in the order they appear:

- 1. Confirm that your library computer system meets the hardware, software, and network requirements described on:
 - Page 17 for hardware and software requirements
 - Page 19 for hard drive space requirements
 - Page 21 for network requirements
- 2. Make sure you have your Follett customer number and key numbers on hand. The Installer prompts you to enter these numbers for each product you're installing.
- 3. Log on to the server with full or administrative rights. Disable any anti-virus programs that may be running.
- 4. Install the appropriate FairCom Server. Instructions begin on:
 - Page 29 for Windows
 - Page 31 for Novell NetWare
 - Page 33 for Mac OS 9.x
 - Page 34 for Mac OS X
 - Page 36 for Linux

Important: We have updated the FairCom Server for version 5.00 or higher of the Follett applications. If you are upgrading from a 4.x version, install the new FairCom Server over the existing one.
- 5. If your FairCom Server will be supporting more than one database, see page 37 to create the necessary folders and edit the configuration file.
- 6. Configure, if necessary, and start the FairCom Server.
- 7. Convert your data if necessary. See "Do I need to convert my data?" on page 15 to determine whether or not you need to install the Conversion utility and perform a conversion.

If you do:

 - a. Install Conversion. Use the instructions in Chapter 3 for Windows systems, or Chapter 4 for Macintosh.
 - b. Convert your data. See the instructions in the *Conversion Guide*, included with your product mailing. You can find an electronic copy, fsconv.pdf, in the EXTRAS\MANUALS folder on the Follett Software CD.

Warning: You must run the conversion *before* installing the applications.

-
- 8. Install the Follett applications you purchased.
You can find instructions for these in:
 - Chapter 3 for applications on Windows systems
 - Chapter 4 for applications on Macintosh systems
 - Chapter 5 for applications for Windows on a Novell NetWare server
 - 9. Initialize each database. Make sure to select the check box on the Finish dialog of the Installer. This may take a few moments to complete.
 - 10. Install the Follett services you purchased.
You can find instructions for these in:
 - The *WebCollection Plus Guide* (wcp.pdf) for WebCollection Plus
 - The *Follett Z39.50 Server Guide* (zforce.pdf) for the Z39.50 Server
 - The *Follett Data Exchange Guide* (fscdx.pdf) for the Follett Data Exchange Server
 - 11. If you purchased the Follett ODBC Driver, see page 39 for installation instructions.
 - 12. If you are, or plan to be, integrated with TextLink or other third-party systems that support Schools Interoperability Framework connectivity, install the latest Follett Integration Service (currently, v.3.5).
For instructions, see the *Follett Integration Service Guide* (fis.pdf).
 - 13. Provide the library staff with a printed guide for the applications and services you installed, or copy the .pdf guide onto the user's workstation and install Adobe Acrobat Reader.
 - 14. The library staff should complete the setup tasks in the System Setup unit of the *User's Guide*.

Note: All of the Guides (.pdfs) mentioned above are located in the EXTRAS\MANUALS folder on the Follett Software Installation CD.

Chapter 2 Installing the database server

If you are installing the multiuser or district version of the Follett applications, the first step is to install and start the FairCom Server.

Make sure that you have:

- Your customer number and key numbers on hand. You can find these numbers in the correspondence that came with your software.
- Administrative rights to the FairCom Server's destination.

Important: We updated the FairCom Servers for Windows, NetWare, and Macintosh for version 5.00 or higher of the Follett applications. The installation program renames your existing CTSRVR.CFG file (to CTSRVR.001) and creates a new one in its place.

If you had altered your CTSRVR.CFG file (modified any names or added any statements), you must re-enter these changes in the new CTSRVR.CFG file after installation. See "Supporting multiple library databases" on page 37 for more information on modifying this file.

Windows NT/2000/2003

If you're *upgrading* the FairCom Server and plan to use the same location, we recommend that you first back up your database. Before you can install the new FairCom Server, you must close or stop *all* Follett applications and services.

Installing the FairCom Server for Windows NT/2000/2003

1. Log on to the Windows NT/2000/2003 server with administrative rights and insert the Follett Software CD into the CD drive. (Windows should start the Installer automatically. If it doesn't, from My Computer, open the CD drive directory and double-click SETUP.EXE.)

We recommend installing the FairCom Server for Windows NT/2000/2003 to an NTFS-partitioned drive.

2. From the Follett Software Company Product Installation dialog, open the Database tab, select FairCom Server v6.11.37 for Windows NT/2000, and click Install. Verify your choice, and then follow the prompts on the subsequent dialogs until the Choose Destination dialog appears.
3. Install the FairCom Server for Windows NT/2000/2003 to `x:\FAIRCOM` (where `x`: is a local drive).

If the default Destination Folder on the Choose Destination dialog isn't correct, click Browse to select or create the correct location.

Important: Make sure the path ends in "`\FAIRCOM`".

When the destination location is correct, click Next to continue.

4. When the Setup Complete window appears, click Finish. You are finished installing the FairCom Server. The Installer automatically starts the server.
5. If you plan to support multiple library databases with this FairCom Server, complete the steps under "Supporting multiple library databases," page 37.
6. When the FairCom Server is installed and running, return to the Installation Checklist on page 27.

Important: In order for the FairCom Server to run properly, the SYSTEM account must have Full Control permission to the files and subdirectories contained within the FAIRCOM directory.

Starting and stopping the FairCom Server for Windows NT/2000/2003

To start the FairCom Server, from the Windows Control Panel, open the Services dialog. Highlight FairCom Server in the Service list, and click Start.

Since its Startup type is Automatic, restarting the Windows NT/2000/2003 server also starts the FairCom Server.

To stop the FairCom Server, from the Windows Control Panel, open the Services Dialog (under Administrative Tools in Windows 2000/2003). Choose FairCom Server from the Service list, and click Stop.

Warning: If any users are logged on to the FairCom Server (i.e., using Follett multiuser applications), do not shut down the FairCom Server. Any transactions that are being processed may be lost.

If the FairCom Server is stopped while Circulation Plus or Catalog Plus applications are open, you must close and then re-open the applications after you restart the FairCom Server.

Note: If you are running any Follett services (i.e., Z39.50 Server, Follett Data Exchange Server, or Follett Integration Service), we recommend that you stop them before stopping the FairCom Server. Restart your Follett services after you restart the FairCom Server.

Novell NetWare

If you're *updating* the FairCom Server and plan to use the same location, we recommend that you first back up your database. Before you can install the new server, you must close *all* Follett applications and services, and then unload the existing FairCom Server NLM (ctsrvr.nlm).

Installing the FairCom Server for NetWare

1. From a Windows 95/98, NT/2000, or XP Professional workstation, log on to your NetWare server with administrative rights and insert the Follett Software CD into the CD drive.
(Windows should start the Installer automatically. If it doesn't, from My Computer, open the CD drive directory and double-click SETUP.EXE.)
2. From the Follett Software Company Product Installation dialog, open the Database tab, select FairCom Server v6.11.37 for NetWare, and click Install. Verify your choice, and then follow the prompts on the subsequent dialogs until the Choose Destination dialog appears.
3. Install the FairCom Server for NetWare at the root of the NetWare server SYS volume. If the default Destination Folder on the Choose Destination dialog isn't correct, click Browse to select the root of the SYS volume. If there isn't a FAIRCOM folder at the root of the SYS volume, the Installer creates one.
When the destination folder is correct, click Next to continue.

Note: While we recommend that you install the FairCom Server at the root of the SYS volume, you *can* install it to another volume. Before continuing, see the instructions in the following section, "Installing the FairCom Server to a different location."

4. From the Choose Protocols dialog, select the communication protocol(s) used on your network, and click Next.
To connect to either Windows or Macintosh workstations, you need only TCP/IP. If you're currently connecting to Windows workstations via IPX/SPX and don't want to change their protocol setup, you can choose IPX/SPX; however, if you also need to connect to Macintosh workstations, select both TCP/IP and IPX/SPX.

Important: The protocol(s) you select must be installed and running on the NetWare server before you can load the FairCom Server NLM.

5. Each FairCom Server on a NetWare network must have a unique name if the network uses IPX/SPX. On the Database Server Name dialog, you can accept the default name of **FSCSERVER** or assign a new name. Click Advanced to do so.

Note: Record the FairCom Server names you assign. When you install the Follett applications, you'll need them to connect with the correct FairCom database.

6. When the Setup Complete window appears, click Finish.
7. Edit the AUTOEXEC.NCF to include the line:


```
load sys:\faircom\ctsrvr.nlm
```

 You are finished installing the database server.
8. If you plan to support multiple library databases with this FairCom Server, complete the steps under "Supporting multiple library databases" on page 37 BEFORE you start the database server.
9. Load the FairCom Server and verify that it starts up.
10. When the FairCom Server is installed and running, return to the Installation Checklist on page 27.

Installing the FairCom Server to a different location

If you prefer to install the FairCom Server to a different volume:

1. In step 3 (above), select or enter your preferred location on the Choose Destination dialog. Follow steps 4 through 6.
2. After you complete step 6, move (do not copy) the configuration file, CTSRVR.CFG, from the FAIRCOM folder to the root of the SYS volume.
3. Open and edit the SYS:\CTSRVR.CFG file.
Change the line

```
LOCAL_DIRECTORY    SYS:\FAIRCOM\DATA\
```

 to

```
LOCAL_DIRECTORY    [VOLUME:]\<PATH>\FAIRCOM\DATA\
```

 where [VOLUME:] is the volume to which you moved the FAIRCOM directory.
Example:

```
LOCAL_DIRECTORY    VOL2:\LIBRARY\FAIRCOM\DATA\
```
4. In step 7 (above), enter the correct path in the AUTOEXEC.NCF.
Example:

```
load vol2:\library\faircom\ctsrvr.nlm
```
5. Return to step 8 of the installation procedure.

Starting and stopping the FairCom Server for NetWare

At the NetWare workstation, make certain that the protocol(s) you selected in step 4 is(are) installed and running. When they are, from the server console, enter **load sys:\faircom\ctsrvr.nlm** (if installed at the root of the SYS volume). When the FairCom Server starts, the FairCom Server window appears. Startup is complete when the Server is Operational message appears in the bottom of the FairCom Server window.

To stop the FairCom Server, type **unload ctsrvr.nlm** and press Enter. Momentarily, a message comes up telling you that the NLM is unloaded.

Tip: Use **ALT + ESC** to toggle between NetWare screens.

Mac OS 9.x

You must install the FairCom Server for Mac OS 9.x to run in the foreground on a dedicated server. You can install the Follett applications to the same server, but you must install them from another workstation.

If you're upgrading from v2.xx for Mac OS (multiuser), you can install and run the latest FairCom Server on the same machine if it meets the hardware requirements outlined on page 17. See the following instructions for details.

Important: Before installing on Mac OS, select Apple Menu | Control Panel | File Sharing, and make certain that file sharing is turned off.

Installing the FairCom Server for Mac OS 9.x

1. Log on to your dedicated Macintosh server and insert the Follett Software CD into the CD drive.
2. Open the Follett Install CD on the desktop and double-click MultiUser Installer. Follow the prompts on the subsequent dialogs until the MultiUser Installer dialog appears.
3. From the MultiUser Installer dialog, select FairCom Server for Macintosh and check the location displayed under Destination Folder. If the default Destination Folder (Applications on the hard drive) isn't correct, click Select Folder to find the right folder.
When the destination folder is correct, click Install to continue.
4. On the License Product dialog, enter your customer number and the key number for the FairCom Server for Macintosh, and click OK.
5. When the Installation was successful message appears, click Quit. You are finished installing the FairCom Server.
6. If you plan to support multiple library databases with this FairCom Server, complete the steps under "Supporting multiple library databases" on page 37 BEFORE you start the database server.
7. Start the FairCom Server.
8. When the FairCom Server is installed and running, return to the Installation Checklist on page 27.

Starting and stopping the FairCom Server for Mac OS 9.x

To start it, from the server desktop, open the Follett Applications folder and double-click the FairCom Server for Macintosh icon.
(You can also access the Follett Applications menu from the Apple menu.)

If you want the FairCom Server to start whenever you start the computer, create an alias to the CTSVR.PPC file in the FAIRCOM folder and move the alias to the Startup Items folder in your System folder.

To stop the FairCom Server, from the FairCom Server dialog, select File | Quit. The FairCom Server Shutdown dialog appears. Enter the user name **ADMIN** and

password **FSC!ADM** (all uppercase). A message appears displaying the number of current users and asking you to confirm the shutdown request. If the message indicates that anyone is still logged on, click Cancel, close all Circulation Plus and Catalog Plus applications, and then repeat the shutdown process. Otherwise, click OK.

To stop the FairCom Server without having to enter the user name and password, you must edit the CTSRVR.CFG file located in the FAIRCOM folder. Enter the statement **CONSOLE NO_SHUTDOWN_PROMPT**. Save and close the file; stop and restart the FairCom Server.

Mac OS X

The FairCom Server for Mac OS X installs by default to the FAIRCOM folder inside the Applications folder. The server and its database are fully contained within this folder.

Installing the FairCom Server for Mac OS X

1. Insert and mount the Follett Software CD.
2. From the mounted CD, double-click the Mac OS X FairCom Server folder to open it.
3. Double-click the Install Mac OS X FairCom Server application.
4. On the License Product dialog, enter your customer number and the key number for FairCom Server for Mac OS X, and click OK.
5. A disk image named FairCom Server for Mac OS X will appear on the desktop. Double-click on the disk image to open its window.
6. From the window, drag the FAIRCOM folder to the folder in which you want to install it. This is typically your Applications folder.
7. If you plan to support multiple library databases with this FairCom Server, complete the steps under "Supporting multiple library databases" on page 37 BEFORE you start the database server.
8. If you want to revoke any rights to the FairCom Server, see the following section.
9. Start the FairCom Server.
10. When the FairCom Server is installed and running, return to the Installation Checklist on page 27.

Revoking rights

The resulting FAIRCOM folder has maximum rights. You may want to revoke some of these rights. To do so:

1. Single-click the FAIRCOM folder.

2. Select Show Info from the File menu (or use Command-I).
3. From the pop-up menu, select the Privileges menu item. Three more pop-up menus open.
4. Ensure that Owner has Read and Write privileges and that Everyone has Read Only privileges.
5. Click the Apply button to apply the new rights.

Starting and stopping the FairCom Server for Mac OS X

To start the FairCom Server, locate the FAIRCOM folder and double-click the Server application icon.

If you want the FairCom Server to start whenever you start the computer, add it to the Login items of the Login Preferences Panel in System Preferences. For convenience, you can create an alias to the application and place it in the Dock.

To stop the FairCom Server, from the FairCom Server dialog, select FairCom Server | Shutdown FairCom Server. The FairCom Server Shutdown dialog appears. Enter the user name **ADMIN** and password **FSC!ADM** (all uppercase). A message appears displaying the number of current users and asking you to confirm the shutdown request. If the message indicates that anyone is still logged on, click Cancel, close all Circulation Plus and Catalog Plus applications, and then repeat the shutdown process. Otherwise, click OK.

To stop the FairCom Server without having to enter the user name and password, you must edit the CTSRVR.CFG file located in the FAIRCOM folder. Enter the statement **CONSOLE NO_PWRDWNPASSWORD**. Save and close the file; stop and start the FairCom Server.

Linux

Installation of the FairCom Server on Linux consists of unpacking and unzipping the necessary files on your server.

Installing the FairCom Server for Linux

1. Insert and mount the Follett Software CD.
2. Create the installation directory. We recommend that you use `/usr/fairserv`. Please note that all of the “`/usr/fairserv`” references in these instructions refer to the installation directory, whether or not you use this name.
3. Make the new directory current (**`cd /usr/fairserv`**).
4. Copy the self-extracting file, `fscfslx`, from the `/linux` directory on the CD.
Example: **`cp /mnt/cdrom/follett/faircom/linux/fscfslx /usr/fairserv`**
5. Unpack the self-extracting file, `fscfslx`, appending your customer number (without dashes) and key number to the filename. When entering the key number, use uppercase for any alpha characters and include the dashes between each of the elements. This places a zip file in your current working directory.
Example: **`./fscfslx 1234567 1AB1-CD11-1EF1-11GH`**
6. To unzip the resulting file, type the following command and press Enter:
`unzip fscserver-linux-x86.6_11_37.zip -d usr/fairserv`
The files necessary to run the FairCom Server are extracted to the specified directory on your system.
7. Delete the `fscfslx` and zip files from your computer.
8. If you plan to support multiple library databases with this FairCom Server, complete the steps under “Supporting multiple library databases” on page 37 BEFORE you start the database server.
9. If you did not install to the `/usr/fairserv` directory, you must edit the `CTSRVR.CFG` file in the installation directory. Locate the `LOCAL_DIRECTORY` statement and change the value to reflect the correct location of the data directory.
10. Start the FairCom Server.
11. When the FairCom Server is installed and running, return to the Installation Checklist on page 27.

Starting and stopping the FairCom Server for Linux

To start the FairCom Server, launch the server as needed by typing **`./ctsrvr`** from the `/usr/fairserv` directory. The FairCom Server “listens” for database connections, so you need to switch to a different console to continue working.

To stop the FairCom Server, from another console session, log on as root. Type **`./ctstop`** from the `/usr/fairserv` directory. Supply the user name **ADMIN** and

password **FSC!ADM** (all uppercase). A message appears displaying the number of current users and asking you to confirm the shutdown request. If the message indicates that anyone is still logged on, click Cancel, close all Circulation Plus and Catalog Plus applications, and then repeat the shutdown process. Otherwise, click OK.

By default, the FairCom Server requires the user name and password to stop it. To disable this password requirement, you must edit the CTSRVR.CFG file located in the installation directory. Locate the statement **;CONSOLE NO_SHUTDOWN_PROMPT**. To activate it, delete the semi-colon at the beginning of the statement. Save and close the file; stop and restart the FairCom Server.

Supporting multiple library databases

Note: If you previously supported multiple databases and have installed the updated FairCom Server to the same location, skip steps 2 - 4 below. You *must*, however, complete step 5 to modify the CTSRVR.CFG file.

If this FairCom Server will support multiple library databases, you must complete the following steps *before* installing the applications:

1. Stop or unload the FairCom Server if it is running.
2. Locate and open the FAIRCOM\DATA folder (/usr/fairserv/data on Linux).
3. Inside the DATA folder, create a new folder for each library database.

Note: Record the names of the folders you create; you need them when you install the applications.

On Linux servers, folder names *must* be uppercase.

4. If there isn't a TEMP folder inside the FAIRCOM\DATA folder, create one.
5. If this FairCom Server will support more than 10 library databases, open the CTSRVR.CFG file. This is located:
 - In the FAIRCOM folder on Windows NT/2000/2003 and Mac OS servers,
 - At the root of the SYS volume on a NetWare server,
 - In /usr/fairserv on a Linux server.

Change the FILES parameter so that it equals 175 times the number of library databases supported by the FairCom Server.

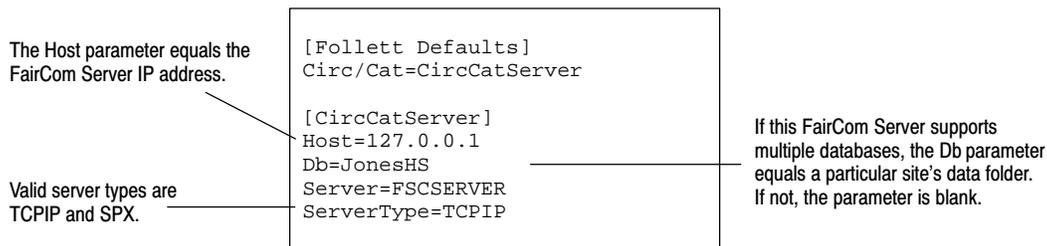
Example: If you created thirteen database folders in step 3, edit CTSRVR.CFG so the FILES parameter equals 2275 (i.e., 175 x 13).

Important: A single FairCom Server can support multiple library databases; the applications, however, cannot. You must install a copy of the applications for each database. You can install multiple copies of the applications on the same system by installing each copy to a different folder.

Updating the FairCom Server configuration

At some point in the future, you may find it necessary to change the information you entered in the Database Server Configuration dialog during installation. If you change the FairCom Server's IP address or if you are supporting multiple databases with a single database server and change the name of a site's folder, then you must edit the application's SERVERS.INI file.

The SERVERS.INI file is located in the CC40 (or UC40 for unions) folder on the drive where the multiuser applications were installed.



Moving your data from single-user to multiuser applications

If you have an existing database in CC40\DATA, follow these instructions to move your data to the FairCom Server:

1. Install, but do not start the FairCom Server. See the appropriate previous section.
2. If this FairCom Server will support only one database: Copy all the *.DAT and *.IDX files from your current CC40\DATA folder to the FAIRCOM\DATA folder.

If this FairCom Server will support multiple databases:

- a. Follow the instructions in "Supporting multiple library databases" on page 37 to create data folders for each one and edit the configuration file.
- b. Copy all the *.DAT and *.IDX files from each of your current CC40\DATA folders to one of the FAIRCOM\DATA\- 3. Start the FairCom Server.
- 4. When the FairCom Server is installed and running, return to step 8 on the Installation Checklist on page 28.

Installing the Follett ODBC Driver

Our Reports module provides several pre-formatted reports and a data extraction feature. If this does not meet your information needs, you can purchase the Follett ODBC Driver. An Open Database Connectivity (ODBC) driver provides you with the ability to access segments of the FairCom database so that you can produce custom reports in a third-party reporting tool. The Follett ODBC Driver must be installed on a Windows 95/98, NT/2000, or XP Professional workstation. It can, however, access any FairCom Server that supports TCP/IP.

Installing the Follett ODBC Driver

1. Insert the Follett Software CD into the CD drive. Windows should start the Installer automatically. (If it doesn't, from My Computer, open the CD drive directory and double-click SETUP.EXE.)
2. From the Follett Software Company Product Installation dialog, open the Database tab, select Follett ODBC Driver for Windows, and click Install.

Important: The first time you install Follett ODBC Driver on a computer, the installation sets up certain ODBC system support files along with the Follett ODBC Driver. After installing the system support files, a screen appears, asking if you want to Launch the FairCom 32bit ODBC Administrator. This is *not* necessary; clear the check box and click Finish. The installation continues.

3. Install the Follett ODBC Driver on your workstation to `x:\PROGRAM FILES\FOLLETT` (where *x* is a local drive), or click browse to select or create another path. When the destination folder is correct, click Next to continue.
4. When the Setup Complete window appears, click Finish.
5. On the server that is running the FairCom Server, open the CTSRVR.CFG file. This is located:
 - In the FAIRCOM folder on Windows NT/2000 servers,
 - At the root of the SYS volume on a NetWare server,
 - In `/usr/fairsrv` on a Linux server.Change the GUEST_LOGON to YES. Save and close CTSRVR.CFG.
6. Stop and restart your FairCom Server to effect this change.

You are finished installing the Follett ODBC Driver.

Each installation of the Follett ODBC Driver can support a single database. If you are supporting multiple databases, you must install a copy of the driver for each database you want to make accessible. You can install multiple copies of the Follett ODBC Driver on the same computer by installing each copy to a different folder.

Do not alter the default ODBC settings. To restore the default driver files and settings, reinstall the Follett ODBC Driver from the product installation CD.

See also: For more information, see the *Follett ODBC Driver Guide* (`fscodbc.pdf`) on the product installation CD in EXTRAS\MANUALS.

What's next?

Now that you have installed and started the FairCom Server, you can install the Follett applications on your library systems. Return to step 7 of the Installation Checklist on page 27.

Chapter 3 Installing Follett applications on Windows systems

This chapter provides instructions for installing the Follett applications (single-user, multiuser, and district) on computers with the Windows operating system. Make sure you have your customer number and key numbers on hand. You'll find these numbers in the correspondence that came with your software.

Carefully review the information presented in Chapter 1, "Preparing for installation," and complete the steps on the Installation Checklist (single-user, steps 1-3 on page 26; multiuser, steps 1-7 on page 27) before installing your Follett applications.

Where do I start?

If you're installing the Follett applications in a single-user environment, you can go directly to the installation steps on page 43.

If you're installing the Follett applications in a multiuser or district environment, first make sure you have taken the preparatory steps and have the needed information:

- Is the FairCom Server installed and running? If not, go to Chapter 2.
- If you'll be supporting multiple databases with one FairCom Server, did you create the data folders and edit the configuration file? If not, go to page 37.
- Where is the FairCom Server installed?

If it's running on a server with Windows NT/2000, Macintosh, or Linux, you need the server's static IP address. Each networked workstation or search station must also have a valid IP address, either static or dynamic.

If it's running on a Novell server, make certain you know which communication protocol(s) you are using:

If you're using IPX/SPX, you need the NetWare server's name. In addition, each workstation and search station running Windows 95, 98, or NT/2000, must have the appropriate network client software (see page 22).

If you're using TCP/IP, you need the server's static IP address. Each networked workstation and search station must have a valid IP address, either static or dynamic.

- Did you change the FairCom Server's name from the default (FSCSERVER)? Make sure you have the correct name.

To verify the server name, open the CTSRVR.CFG file—under \FAIRCOM on Windows NT/2000 or Mac OS, at the root of the SYS volume on a NetWare server, or in the USR/FAIRSERV directory on Linux—and check the SERVER_NAME parameter.

- Are you installing the Follett applications to the server or to each workstation and search station?

If you are installing to the server, make certain you log on to the server with administrative privileges. For future reference, record the location and directory structure for each installation.

- Are you installing the Follett applications for Mac OS to a server running Windows NT/2000?

Before you proceed, you must first create a Macintosh-accessible volume on the server. We recommend that you create a new directory (MFOLLETT) for the Macintosh volume. At installation, this volume must be mounted on the workstation's desktop. For information on creating a Macintosh-accessible volume, see your Windows NT/2000 Server documentation.

Do *not* install any Follett applications for Windows to a Macintosh-accessible volume on a Windows server.

- Do you need to convert your data? To determine your needs, see page 15. If you do, you must convert your data *before* installing the new applications.

See also: If you need to run the multiuser applications on a single computer, see Appendix A, "Temporary installation solutions."

About workstations

For an explanation of workstations, see "Workstations" on page 16.

Use the instructions in this chapter to install any of the following applications on a Windows computer:

- Circulation Plus
- Alliance Plus
- Catalog Plus
- Receipt Printer (Transaction Tracker)
- Union Catalog Plus
- Missouri State Reports
- Conversion
- OPAC for Macintosh Networks

Use the instructions beginning on page 47 to install OPAC for the search stations.

Installing the applications on Windows

1. Insert the Follett Software CD into the workstation's CD-ROM drive. Windows should start the Installer automatically. (If it doesn't, from My Computer, open the CD drive directory and double-click SETUP.EXE.)
2. From the Follett Software Product Installation dialog, open the tab that matches your environment: Single-user Site, Multi-user Site, or District (for the union catalog applications). To install Conversion, choose the Misc tab. Highlight the application you want, and click Install. Verify your choice, and then follow the prompts on the subsequent dialogs until the Choose Destination dialog appears.
3. If you're installing to the local workstation or Windows NT/2000 server, you can accept the default path, `x:\PROGRAM FILES\FOLLETT` (where *x*: is a local drive), or click Browse to select or create another path.

If you're installing to a remote Windows NT/2000 server, click Browse to locate the network drive you want.

If there isn't a Follett folder on the drive you choose, you can create one by adding the word "Follett" to the end of the path. For future reference, record the location and path.

Important: Do *not* install your applications inside the FAIRCOM folder.

When the destination folder is correct, click Next.

4. If you're installing Circulation Plus, Catalog Plus, or Union Catalog Plus, the Select Components dialog appears. You'll probably want to install the default selections; there are, however, a few special circumstances:
 - If you're installing Union Catalog Plus with Data Exchange, select the Data Exchange Program Files check box if you plan to administer the union catalog from this workstation.
 - The User's Guide option installs the latest electronic version of the *User's Guide*. However, because the *User's Guide* contains the default system passwords, it should *not* be installed at public search stations.
 - If you're installing Circulation Plus or Catalog Plus to a server and you plan to use a PHD Dolphin+ at your workstations, select the PHD Dolphin+ Server Setup.

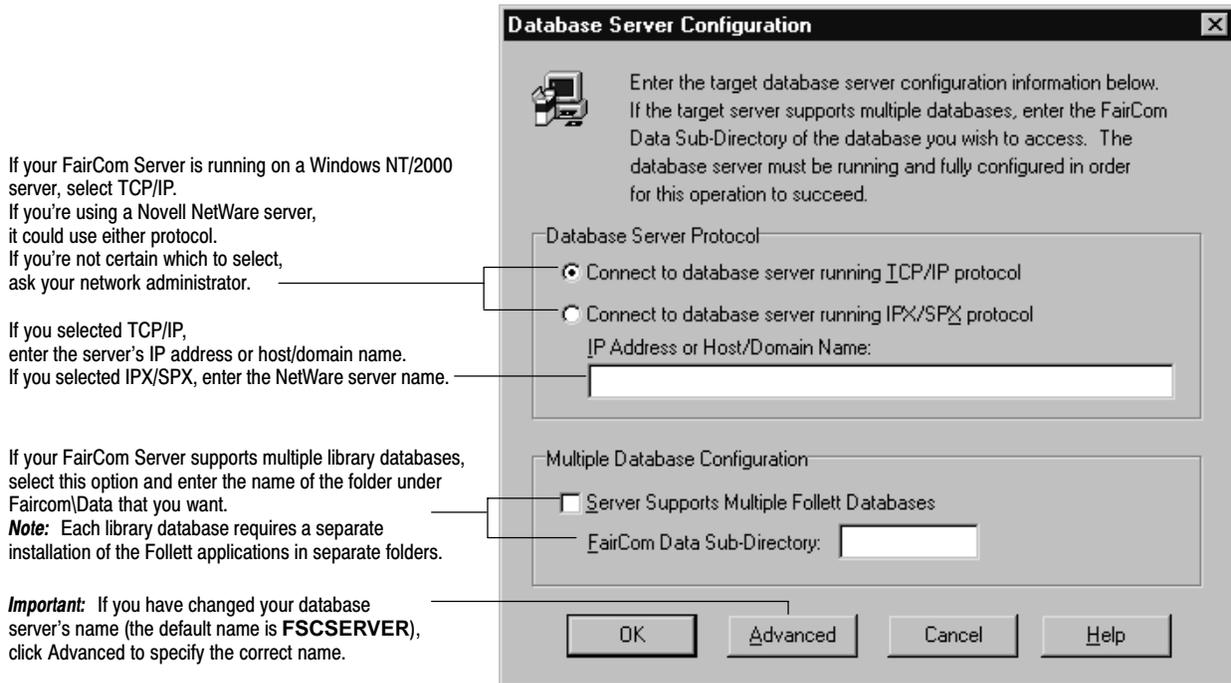
Note: If you select the PHD Dolphin+ Server Setup option, you may receive an error message if the Installer is unable to create a UNC path to the `CC40\TEMP` folder. After installation, you'll need to edit the path in the DCOMM.INI file. See page 52 for details.

Once you've selected the items you want, click Next.

5. If you're installing one of the single-user applications or Conversion, the Setup Complete window appears. Click Finish.
 - If you need to convert your data, DO NOT install any more applications. Instead, see the *Conversion Guide* to convert your data first.

- If you do not need to convert your data, and you have more single-user applications to install, just go back to step 2 and repeat the process. If you're finished installing, click Exit.

If you're installing a multiuser or district application, the Database Server Configuration dialog appears:



6. After entering your database server configuration information, click OK.

Note: If the Installer can't connect with the database server, double check the configuration information you've entered. If the information is correct, make sure that the FairCom Server is running.

7. When the Setup Complete window appears, click Finish.
8. If you have more applications to install at this workstation, just go back to Step 2 and repeat the process. If you're finished, click Exit to close the Installer.

If you are installing the multiuser applications to your workstations, repeat these steps at each workstation.

If you just installed the Receipt Printer (Transaction Tracker), see page 50 to install the driver at the user's workstation.

Assigning rights and permissions

If you installed the applications to a Windows NT or 2000 server (instead of at each workstation), use the information in the following sections to assign the appropriate user rights for your Follett applications.

User name recommendations

Follett Software recommends using the user names listed below. The advantage is simplicity; this setup involves much less work. However, this setup is less flexible than setting up unique user names for patrons and staff members.

- “Staff” for librarians and library staff
- “Patron” for people who only need access to OPAC
- “Admin” for supervisory or administration personnel
- “Follett” (with password CHUCK) for Follett Software Technical Support

Assigning permissions for Windows NT/2000

You *must* create a share to the CC40 (Circulation Plus/Catalog Plus) and/or UC40 (Union Catalog Plus) folder with following permissions for each group:

User group	Share permission
Staff	Change
Patron	Read
Admin	Full Control
Follett	Full Control

Warning: Do not create file sharing permissions for the FAIRCOM folder or any folders within the FAIRCOM folder.

Note: We recommend that you add “Admin” with full control and then remove the group “Everyone.”

The NTFS directory permissions required for Windows NT/2000 servers are listed in the following table. The subdirectories in the CC40 or UC40 folder depend on the applications you installed. Please note that the following table includes the subdirectories for the Follett applications for both Windows (W) and Mac OS (M) stations. While you can run both on the same server, they should be

installed in separate directories. All applications for Mac OS stations should be installed to the Macintosh-accessible volume you created (see page 42).

NTFS permissions for Follett client applications on a Windows NT server

Directory/ subdirectory	Staff Allows only data to be modified	Patron Allows data to be searched only	Follett Allows programs and data to be modified	Admin Allows programs and data to be modified
\CC40 \UC40	Read	Read	Full Control	Full Control
\WOPAC \MOPAC	Read	Read	Full Control	Full Control
\WCIRC \MCIRC	Read	No access	Full Control	Full Control
\WCOMMON \MCOMMON	Read	No access	Full Control	Full Control
\TEMP	Change	Change	Full Control	Full Control
\WALLI \MALLI	Read	No access	Full Control	Full Control

NTFS permissions for Follett client applications on a Windows 2000 server

Directory/ subdirectory	Staff Allows only data to be modified	Patron Allows data to be searched only	Follett Allows programs and data to be modified	Admin Allows programs and data to be modified
\CC40 \UC40	Read	Read	Full Control	Full Control
\WOPAC \MOPAC	Read Read and Execute List Folder Contents	Read Read and Execute List Folder Contents	Full Control	Full Control
\WCIRC \MCIRC	Read Read and Execute List Folder Contents	No access	Full Control	Full Control
\WCOMMON \MCOMMON	Read Read and Execute List Folder Contents	No access	Full Control	Full Control
\TEMP	Read Write	Read Write	Full Control	Full Control
\WALLI \MALLI	Read Read and Execute List Folder Contents	No access	Full Control	Full Control
\WMEDIA \MMEDIA	Read	Read	Full Control	Full Control

In addition, the staff needs Write permission to the local FSC.INI file, located in the system directory of the workstation—the WINDOWS folder on XP or the WINNT folder on NT/2000. The FSC.INI file stores the setup preferences. It is

created when a user launches one of the Follett applications at a workstation or search station; it is edited whenever the setup preferences change.

Important: If you have installed any Follett applications for Mac OS stations on a Windows NT/2000 server, you must also set permissions for the Macintosh-accessible volume. Set the Macintosh view of directory permissions for “Everyone” to “See Files only” and select the Cannot move, rename, or delete check box. This prevents patrons at search stations from accessing the folders in the directory. The files that remain visible to patrons cannot be modified from a Macintosh.

Installing OPAC on your search stations

OPAC is the search module intended for patron use. It is a component of Catalog Plus or Union Catalog Plus that allows patrons to search the library collection.

You have a few options when it comes to adding OPAC to your search stations. You can:

- Install OPAC directly on the search station;
- Create a shortcut to an installation of Catalog Plus for Windows on a server;
- If you’re running Catalog Plus on a Mac OS server, you can purchase and install OPAC for Macintosh Networks for your Windows search stations;
- If you’re running Union Catalog Plus or are a member of the union, you can install OPAC for Union.

Installing OPAC directly on a search station

1. Insert the Follett Software CD into the search station’s CD drive. Windows should start the Installer automatically. (If it doesn’t, from My Computer, open the CD drive directory and double-click SETUP.EXE.)
2. From the Follett Software Product Installation dialog, open the appropriate tab: Multi-user Site or District (for Union applications). Select Catalog Plus. To install OPAC for Macintosh Networks, open the Workstation tab and select it. Follow the prompts on the subsequent dialogs until the Choose Destination dialog appears.

Note: If a message appears informing you that the key number is not valid, make certain that you entered the correct number and that you’re installing the correct product.

3. You can accept the default path, *x*:\PROGRAM FILES\FOLLETT (where *x*: is a local drive), or click Browse to select or create another path.

If there isn’t a Follett folder on the drive you choose, you can create one by adding the word “Follett” to the end of the path. For future reference, record the location and path. When the destination folder is correct, click Next.

4. The Select Components dialog appears. CLEAR all the component check boxes *except* OPAC Files, and click Next.

Important: Because the *User's Guide* contains the default system passwords, it should *not* be installed at a public search station.

- The contents of the Database Server Configuration dialog depend on the product you're installing. If you're installing the OPAC included with Catalog Plus or Union Catalog Plus, the back dialog appears. If you're installing an OPAC you purchased separately for search stations running a Windows operating system, the front dialog appears:

If your FairCom Server is running on a Windows NT/2000 server, select TCP/IP. If you're using a Novell NetWare server, it could use either protocol. If you're not certain which to select, ask your network administrator.

Enter the server's IP address or host/domain name.

If the FairCom Server supports multiple library databases, select this option and enter the name of the folder under FairCom\Data that you want.
Note: Each library database requires a separate installation of the Follett applications.

Important: If you have changed your database server's name (the default name is **FSCSERVER**), click **Advanced** to specify the correct name.

- After entering your database server configuration information, click **OK**.
Note: If the Installer can't connect with the database, double check the configuration information you've entered. If the information is correct, make sure that the FairCom Server is running.
- When the Setup Complete window appears, click **Finish** and then click **Exit** to close the Installer.
- Launch OPAC. The first time it opens, OPAC creates a system file and places it in the Windows folder (Windows XP) or WINNT folder (Windows NT or 2000). Because you have the necessary administrative rights, and patrons do not, make sure you launch OPAC at each search station.
Important: Before you can launch OPAC for Union, you must launch Union System Setup from a Union Catalog Plus workstation.

Repeat these steps at each search station.



Creating shortcuts to OPAC on a server

If you installed the OPAC on a server, you must run Workstation Setup to create the OPAC shortcut. Follow these steps at each Windows search station:

1. To locate Workstation Setup, double-click the Network Neighborhood icon on the search station desktop. From the Network Neighborhood dialog, locate your server and open the CC40 (Circulation Plus/Catalog Plus) or UC40 (Union Catalog Plus) folder.
2. Open the WCOMMON folder and double-click WSETUP.EXE.
3. The Workstation Setup welcome message appears. Click OK. A message appears, asking if you want to configure the workstation as a patron search station. Click Yes. An OPAC shortcut is placed in a Follett Applications folder on the desktop and in the Start | Programs menu.

Preparing your workstations for the Follett applications

Note: Workstations are library computers used by the library staff to circulate or catalog your collection.

After installing the applications to either your server or the workstations, you may need to install one or more additional components to the workstations. These options do not need key numbers:

- Barcode fonts
- Receipt Printer (Transaction Tracker) driver
- Shortcuts
- Adobe Acrobat Reader

See also: Each workstation on your library network must run either Windows 95/98/NT/2000, XP Professional, Mac OS 8.x or 9.x, or Mac OS X in Classic mode. For additional information on operating systems, and the hardware and software requirements for workstations and search stations, see the "System requirements" on page 17.

Adding the fonts for printing barcodes

If the library staff at this workstation will be using the Reports module to print copy or patron barcodes, install Barcode Fonts for Reports. This adds the necessary Code 39 and Codabar fonts to the fonts folder.

1. Insert the Follett Software CD into the search station's CD drive. Windows should start the Installer automatically. (If it doesn't, from My Computer, open the CD drive directory and double-click SETUP.EXE.)
2. On the Follett Software Product Installation dialog, open the Workstation tab. Select Barcode Fonts for Reports.

3. Click Install, then follow the prompts. The Installer does not ask for any additional input.

Adding the Receipt Printer (Transaction Tracker) driver

If you installed the software for the Receipt Printer (Transaction Tracker) for Circulation Plus (see page 43), you must also install the Epson printer driver at the workstations that need access to the Transaction Tracker.

Note: You may need your Windows operating system installation CD to complete the installation.

To install the printer driver, insert the Follett Software CD into the workstation's CD drive. If Windows starts the Installer, close it.

1. From the Start menu, select Settings | Printers. From the Printers window, double-click on Add Printer.
2. Follow the instructions in the Add Printer Wizard. When prompted for your printer's manufacturer and model, click Have Disk.
3. From the Follett Software CD, open EXTRAS\PRINTERS\EPSON and select the folder that corresponds to your operating system.
4. In the list that appears, select the "Epson TM-T88II Partial cut" printer, and follow the prompts to complete the installation.

Creating shortcuts to the applications on a server

If you installed the applications on a server, you must run Workstation Setup to create the shortcuts to them.

(If you installed the applications at each workstation, a Follett Applications folder was automatically added to your desktop and to the Start | Programs menu.)

Follow these steps at each Windows workstation:

1. To locate Workstation Setup, double-click the Network Neighborhood icon on the workstation desktop. From the Network Neighborhood dialog, locate your server and open the CC40 or UC40 folder.
2. Open the WCOMMON folder and double-click WSETUP.EXE. The Workstation Setup welcome message appears.
3. Click OK. A message appears, asking if you want to configure the workstation as a patron search station.
4. Click No. A shortcut for each module is placed in a Follett Applications folder on the desktop and in the Start | Programs menu.



Network
Neighborhood

Adding Adobe Acrobat Reader

Our *User's Guide* and the miscellaneous guides in the EXTRAS\MANUALS folder on the Follett Software CD require Adobe Acrobat Reader. To download it, highlight Download Adobe Acrobat Reader on the Workstation tab of the Follett Software CD and click Install. This launches an Internet browser and takes you to the Adobe Web site. Adobe provides its Reader free of charge.

Opening text files

If your workstation currently launches Notepad when you open a text (*.TXT) file, you should be aware that Notepad may not be able to open some of the larger exception reports generated by our applications. You may want to change the associated program to WordPad (or Word, if you have it). For instructions on changing the program that starts when you open a file, please see the entries for File Types in the Windows Help system (Start | Help).

Installing the Patron Conversion Utility

The Patron Conversion Utility lets you easily convert patron data from Pre-Unison, SASI 3, SASI XP, Columbia, OSIRIS, SIMS, and Winnebago formats. With the User Defined option, you can convert any fixed-length or delimited ASCII patron file into the Follett format.

To install the Patron Conversion Utility, insert the Follett Software CD into the Windows workstation's CD drive. Windows should start the Installer automatically. (If it doesn't, from My Computer, open the CD drive directory and double-click SETUP.EXE.)

1. From the Follett Software Product Installation dialog, open the Misc tab, select the Patron Conversion Utility, and click Install.
2. After verifying your selection, follow the prompts on the subsequent dialogs until the Choose Destination dialog appears.
3. The default path is `x:\PROGRAM FILES\FOLLETT\PATRON CONVERSION UTILITY` (where `x:` is a local drive). You can either accept the default or click Browse to select or create another path.

Note: The Patron Conversion Utility doesn't need access to your other Follett applications or to the database.

You can install and run this utility on any Windows 95/98, NT/2000, or XP Professional computer.

You can import the converted patron file to Circulation Plus for Mac OS as well as Windows.

Troubleshooting

PHD Dolphin+ error

If you installed the PHD Dolphin+ to a Windows NT/2000 server (see page 43), you may have received an error message if the Installer was unable to create a UNC path to the CC40\TEMP folder. If you did, you must edit the path in the DCOMM.INI file so that your workstations can access it.

1. From the server's CC40\WCOMMON folder, open DCOMM.INI and locate the DownLoadDir parameter:

```
[PROGRAM]
. . .
DownLoadDir=c:\Program Files\Follett\CC40\TEMP
. . .
```

2. Edit the DownLoadDir parameter so that it equals the UNC path to the CC40\TEMP folder.

Example: If the server is named MAIN and the share to the server's C:\PROGRAM FILES\FOLLETT\CC40 folder is named FOLLETT, the UNC path to the CC40\TEMP would be \\MAIN\FOLLETT\TEMP. You would edit the DownLoadDir parameter to read:

DownLoadDir=\\MAIN\FOLLETT\TEMP

3. Save and close DCOMM.INI.

Removing Catalog Plus from a search station

If you mistakenly installed all the components of Catalog Plus or Union Catalog Plus at a search station, the Installer included a number of applications your patrons don't need. Use the following instructions to remove all unnecessary applications and shortcuts:

1. From My Computer, locate and open the CC40 or UC40 folder (by default, located under PROGRAM FILES\FOLLETT). Delete the WCOMMON folder and close My Computer.
2. From the Windows Start menu, select Settings | Taskbar. From the Taskbar Properties dialog, select the Start Menu Programs tab. Under Customize Start Menu, click Remove.
From the Remove Shortcuts/Folders dialog, expand the Follett Applications folder. After removing all the unwanted shortcuts, close the Remove Shortcuts/Folders dialog and exit the Taskbar Properties dialog.
3. Open the Follett Applications folder on your desktop and delete all the unwanted shortcuts.

“Unable to create file”

When a Follett application opens for the first time, it creates a file, FSC.INI, and places it in the system folder of the workstation—the Windows folder on

Windows XP Professional, or the WINNT folder on Windows NT/2000. Writing this file to the system folder requires that the user have “write” access to the system folder.

If you receive this error, log on to the workstation or search station with administrative rights and launch the application.

This system file stores setup preferences. Either provide the library staff that is responsible for making setup changes with “write” access to the system folder (or just the FSC.INI file), or add them to the Power Users group.

What's next?

Now that you have installed your applications, return to the Installation Checklist on page 26 (single users) or page 27 (multiusers) if you have more products to install.

If you purchased a subscription to Alliance Plus Online or TitlePeek, you may need to configure some components of your network before you can access these online services. Please see the chapter, “Setting up online services,” that begins on page 69.

If you are finished with installation and any network configurations, the remaining setup tasks will vary based on the applications you installed and your situation. Use the following list to determine where in the *User's Guide* you should go next:

- If you're a *new* user, complete the tasks in the System Setup section.
If you *converted* your database, review the information in the System Setup unit and make any necessary changes to your setup options.
If you *upgraded* from an earlier version of the Follett applications, you need to verify or enter your 7-digit Follett customer number on System Setup's Site Identification tab. This number is required by Follett's online services (Alliance Plus Online, Find-It-All Collection, TitlePeek, and WebPath Express).
- If you're running Union Catalog Plus, for information on building your union database see the chapter, “Building your union,” in the System Setup section. For Data Exchange, see the *Follett Data Exchange Guide* (fscdx.pdf).
- To set up the options for the OPACs, see the Search Stations section.
- If you need to import titles or copies into the library database, see the Cataloging section.
- If you need to import patron records, see the Patrons section.
- Devise a backup method for your computer system. See the chapter, “Backing up your database,” for additional information.

Store the Follett Software CD, your customer number, your key numbers, and this guide in a safe place. You'll need them if you ever need to reinstall the product(s) or if you purchase additional products that are on the CD.

Notes

Chapter 4 Installing Follett applications on Macintosh systems

Important: You *cannot* install the Follett applications for Windows workstations to a Macintosh server.

This chapter provides instructions for installing the Follett applications (single-user, multiuser, and district) on Mac OS 9.x and before. Make sure you have your customer number and key numbers on hand. You'll find these numbers in the correspondence that came with your software.

Carefully review the information presented in Chapter 1, "Preparing for installation," and complete the steps on the Installation Checklist (single-user, steps 1-3 on page 26; multiuser, steps 1-7 on page 27) before installing your Follett applications.

Important for Mac OS X users: Running the Installer and the installed applications requires the Classic environment (Mac OS X and Mac OS 9.1 or 9.2).

Where do I start?

If you're installing the Follett applications in a single-user environment, you can go directly to the installation steps on the next page.

If you're installing the Follett applications in a multiuser or district environment, first make sure you have taken the preparatory steps and have the needed information:

- Is the FairCom Server installed and running? If not, go to Chapter 2.
- If you'll be supporting multiple databases with one FairCom Server, did you create the folders and edit the configuration file? If not, go to page 37.
- Where is the FairCom Server installed?

Whether it's running on a Windows NT/2000/2003, Novell NetWare, Macintosh, or Linux server, you need the server's IP address. Each networked workstation or search station must also have a valid IP address.

- Did you change the FairCom Server's name from the default (FSCSERVER)? Make sure you have the correct name.
To verify the server name, open the CTSRVR.CFG file—under \FAIRCOM on Windows NT/2000/2003 or Macintosh, at the root of the SYS volume on a NetWare server, or in the USR/FAIRSERV directory on Linux—and check the SERVER_NAME parameter.

- Are you installing the Follett applications to the server or to each workstation and search station?

If you are installing to the server, make certain you log on to the server with administrative privileges. For future reference, record the location and directory structure for each installation.

You *can* install the Follett applications for Macintosh workstations to a Windows NT/2000 or Novell NetWare file server; however, you must first create a Macintosh-accessible volume on the file server. We recommend that you create a new directory (MFOLLETT) for the Macintosh volume. At installation, this volume must be mounted on the workstation's desktop. For information on creating a Macintosh-accessible volume, see your Windows NT/2000 or Novell NetWare server documentation.

Do *not* install any Follett applications for Windows workstations to the Macintosh-accessible volume on a Windows file server.

- Do you need to convert your data? To determine your needs, see page 15. If you do, you must convert your data *before* installing the new applications.

Macintosh workstations

A workstation is a computer used by the library staff to circulate or catalog the library collection. In a single-user environment, you install and run all your Follett applications at one workstation. In a multiuser environment, you can install the applications either once to a server or at each workstation. (For the pros and cons of each, see "Network configurations" on page 24.)

Use the instructions in this chapter to install any of the following applications on a Macintosh computer:

- Circulation Plus
- Catalog Plus
- Alliance Plus
- OPAC for Windows Networks
- Conversion
- Receipt Printer (Transaction Tracker) for Circulation Plus
- Missouri State Reports

Use the instructions beginning on page 58 to install OPAC for the search stations.

Installing the Follett applications on Macintosh

1. Select Apple Menu | Control Panels | File Sharing and make certain that file sharing is turned off.
2. Insert the Follett Software CD into the workstation's CD-ROM drive.
3. Open the Follett Install CD on the desktop, and double-click on either the MultiUser Installer or the SingleUser Installer. Follow the instructions on the subsequent dialogs until the Installer dialog appears.
4. From the Installer dialog, select all the applications you want to install.

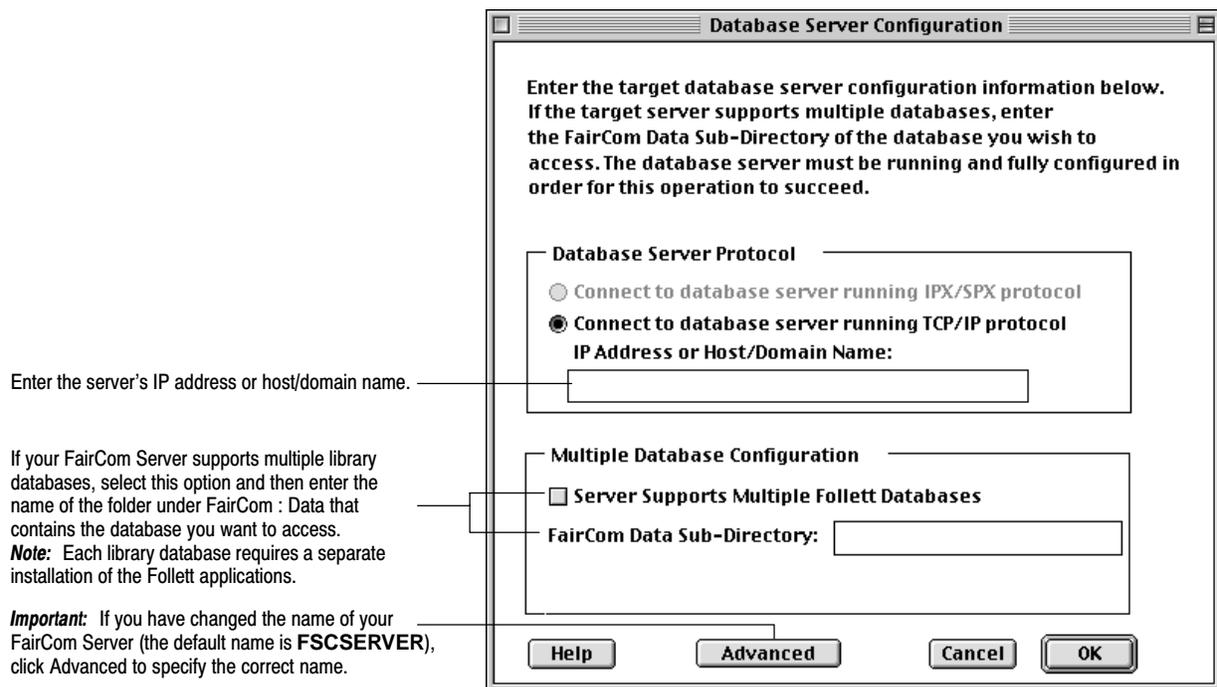
Check the location displayed under Destination Folder. If you're installing to the local workstation, you can accept the default Destination Folder

(Applications on the hard drive), or click Select Folder to locate or create the destination folder.

When the destination folder is correct, click Install to continue.

5. Enter your customer number and the key number in the License Product dialog for each product you selected.
6. If you're installing single-user applications, the Installation was successful message appears. Once you're finished installing, click Quit.

If you're installing multiuser applications, the Database Server Configuration dialog appears:



7. After entering your database server configuration information, click OK.

Note: If the Installer can't connect with the database server, double check the configuration information you've entered. If the information is correct, make sure that the FairCom Server is running.

8. When the Installation was successful message appears, click Quit.

If you are installing to the workstation, repeat these steps at each workstation.

Assigning permissions for Macintosh AppleShare IP Server

You *must* create a share to the CC40 (Circulation Plus/Catalog Plus) folder with following permissions for each group:

User group	Share permission
Staff	Read
Everyone (for patrons)	Read
Admin	Read & Write

Warning: Do not create file sharing permissions for the FAIRCOM folder or any folders within the FAIRCOM folder.

The AppleShare directory permissions required for AppleShare IP servers are listed in the following table. The subdirectories in the CC40 folder depend on the applications you installed:

AppleShare permissions for Follett client applications on a Macintosh file server

Directory/subdirectory	Staff Allows only data to be modified	Everyone Allows data to be searched only	Admin Allows programs and data to be modified
\CC40	Read	Read	Read & Write
\MOPAC	Read	Read	Read & Write
\MCIRC	Read	None	Read & Write
\MCOMMON	Read	None	Read & Write
\TEMP	Read & Write	Read & Write	Read & Write
\MALLI	Read	None	Read & Write

Installing OPAC on Macintosh search stations

OPAC is the search module intended for patron use. It is a component of Catalog Plus or Union Catalog Plus that allows patrons to search the library collection.

You have a few options when it comes to adding an OPAC to your Macintosh search stations. You can:

- Install OPAC directly on the search station;
- Create an alias from an installation of Catalog Plus for Macintosh on the server;
- If you're running Catalog Plus on a Windows server, you can purchase and install OPAC for Windows/NetWare Networks for your Macintosh search stations;
- If you're running Union Catalog Plus or are a member of the union catalog, you can purchase and install OPAC for Union.

Installing OPAC directly on a search station

1. Insert the Follett Software CD into the search station's CD drive.
2. Open the Follett Install CD on the desktop and double-click MultiUser Installer to install the OPAC for Catalog Plus or select District Installer to install the Union OPAC. Follow the instructions on the subsequent dialogs until the Installer dialog appears.
3. From the Installer dialog, select the application you want to install:
 - If you're running Catalog Plus on Macintosh, click on the triangle by Catalog Plus and select *only* the OPAC feature.
 - If you're running Catalog Plus on Windows, select OPAC.

Important: Because the *User's Guide* contains the default system passwords, it should *not* be installed at public search stations.

Check the location displayed under Destination Folder. If you're installing to the local workstation, you can accept the default Destination Folder (Applications on the hard drive), or click Select Folder to locate or create the destination folder.

When the destination folder is correct, click Install to continue.

4. From the License Product dialog, enter the customer number and the key number for the product you selected.

Note: If a message appears, informing you that the key number is not valid, make certain that you're attempting to install the correct product.
5. The Database Server Configuration dialog appears (see page 57). After entering your database server configuration information, click OK.

Note: If the Installer can't connect with the database server, double check the configuration information you've entered. If the information is correct, make sure that the FairCom Server is running.
6. When the Installation was successful message appears, clear the Launch System Setup check box and click Quit.
7. If you will be using Visual OPAC on Macintosh search stations, you must increase the memory allocation. This is a local setting that must be changed at each computer:

Highlight the OPAC icon inside the CC40 : MOPAC folder, and click on File | Get Info | Memory. Set the Minimum size *and* the Preferred size to 10240K.

Repeat these steps at each search station.

Creating aliases to OPAC on a file server

If you installed Catalog Plus or OPAC on a server, you must run the Workstation Setup application to create the OPAC alias. Follow these steps at each Macintosh search station:

1. From the search station, log on to the server. If the appropriate server or the Macintosh-accessible volume isn't mounted on your desktop, locate it through Chooser or Network Browser.



Chooser

2. Locate CC40, open MCOMMON, and double-click Workstation Setup.
3. The Workstation Setup welcome message appears. Click OK. A Follett Applications folder containing aliases for all the modules is added to the desktop and to the Apple menu.
4. To remove the extra aliases:
 - a. Open the Follett Applications folder on the Desktop. Drag all but the OPAC alias to the Trash.
 - b. From your System Folder, open the Apple Menu Items folder, and then the Follett Applications folder. Drag all but the OPAC alias to the Trash.

Preparing your workstations for the Follett applications

Note: Workstations are library computers used by the library staff to circulate or catalog your collection.

After installing the applications to either your server or the workstations, you may need to install one or more additional components to your workstations. These options do not need key numbers:

- Barcode fonts
- PHD Dolphin+ USB driver
- Aliases

Note: If you installed the software for the Receipt Printer (Transaction Tracker) for Circulation Plus on Macintosh, there is no driver to install. The printer, however, must be connected directly to the computer, not networked.

Important: If you'll be using Visual OPAC on your workstations, you must increase the memory allocation. This is a local setting that must be changed at each computer:
Highlight the OPAC icon inside the CC40 : MOPAC folder, and click on File | Get Info | Memory.
Set the Minimum size *and* the Preferred size to 10240K.

See also: Each workstation on your library network must run Mac OS 8.x or 9.x, Mac OS X in Classic mode, or Windows 95/98/NT/2000. For additional information on operating systems, and the hardware and software requirements for workstations and search stations, see "System requirements" on page 17.

Adding the barcode fonts and the PHD Dolphin+ USB driver

Two of these additional components can be added with Workstation Installer. To install the barcode fonts and/or the PHD Dolphin+ USB driver on Macintosh, insert the Follett Software CD into the workstation's CD drive.

1. Open the Follett Install CD on the desktop, and double-click on the Workstation Installer. Follow the instructions on the subsequent dialogs until the Installer dialog appears.
2. If the library staff will use this workstation to print copy or patron barcodes through the Reports module, check the Barcodes Fonts box to add the Code 39 and Codabar fonts to your Fonts folder.

If you have purchased a USB PHD Dolphin+ and will be downloading scans at this workstation, check the Dolphin USB Scanner Driver box.

3. Click Install, then follow the prompts. The workstation restarts after the installation.

Creating aliases to the applications on a server



Chooser

If you installed the applications on a server, you must run Workstation Setup to create the shortcuts to them.

1. From the workstation, log on to the server. If the appropriate server or the Macintosh-accessible volume isn't mounted on your desktop, locate it through Chooser or Network Browser.
2. Locate CC40, open MCOMMON, and double-click Workstation Setup.
3. The Workstation Setup welcome message appears. Click OK. A Follett Applications folder containing aliases for all the modules is added to the desktop and to the Apple menu.

Troubleshooting

Removing Catalog Plus from a search station

If you mistakenly installed all the components of Catalog Plus at a search station, the Installer included a number of applications your patrons don't need. Use the following instructions to remove all unnecessary Catalog Plus applications and aliases before letting your patrons use this search station:

1. Locate and open the CC40 folder (by default located in the Follett folder under Applications). Open the MCOMMON folder and drag all files except the FSC Viewer to the Trash.
2. From your System Folder, open the Apple Menu Items folder. Open the Follett Applications folder and remove all the unwanted aliases.
3. Open the Follett Applications folder on your desktop and delete all the unwanted aliases.

TitlePeek and proxy servers

Cataloging and OPAC use the proxy settings that you configured in the Macintosh Internet Control Panel or in the Web browser. If the workstation or search station has access to the Internet, no additional configuration is necessary.

What's next?

Now that you have installed your applications, return to the Installation Checklist on page 26 (single users) or page 27 (multiusers) if you have more products to install.

If you do not, your remaining setup tasks will vary based on the applications you installed and your situation. Use the following list to determine where in the *User's Guide* you should go next:

- If you're a *new* user, complete the tasks outlined in the System Setup section.

If you *converted* your database, review the information in the System Setup unit and make any necessary changes to your setup options.

If you *upgraded* from an earlier version of the Follett applications, you need to verify or enter your 7-digit Follett customer number on System Setup's Site Identification tab. This number is required by Follett's online services (Alliance Plus Online, Find-It-All Collection, TitlePeek, and WebPath Express).

- To set up the options for OPAC, see the Search Stations section.
- If you need to import titles or copies into the library database, see the Cataloging section.
- If you need to import patron records, see the Patrons section.
- Devise a backup method for your computer system. See the chapter, "Backing up your database," for additional information.

If you purchased a subscription to Alliance Plus Online, you may need to configure some components of your network before you can access this service. Please see the chapter, "Setting up online services," that begins on page 69.

Store the Follett Software CD, your customer number and key numbers, and this guide in a safe place. You'll need them if you ever need to reinstall the product(s) or if you purchase additional products that are on the CD.

Chapter 5 Installing Follett applications on Novell NetWare

This chapter provides instructions for installing the Follett applications (multiuser and district) on a Novell NetWare file server. Make sure you have your customer number and key numbers on hand. You'll find these numbers in the correspondence that came with your software.

Carefully review the information presented in Chapter 1, "Preparing for installation," and complete the steps on the Installation Checklist (single-user, steps 1-3 on page 26; multiuser, steps 1-7 on page 27) before installing your Follett applications.

Where do I start?

First, make sure you have taken the preparatory steps and have the needed information:

- Is the FairCom Server installed and running? If not, go to Chapter 2.
- If you'll be supporting multiple databases with one FairCom Server, did you create the folders and edit the configuration file? If not, go to page 37.
- Where is the FairCom Server installed?

If it's running on a Windows NT/2000/2003, Macintosh, or Linux server, you'll need the server's IP address. Each networked workstation and search station must also have a valid IP address.

If it's running on a NetWare server, make certain you know which communication protocol(s) you are using.

If you're using IPX/SPX, you'll need the NetWare server's name. In addition, each Windows 95/98, NT/2000, or XP Professional workstation and search station must have the appropriate network client software (see page 22).

If you're using TCP/IP, you'll need the server's IP address. Each networked workstation and search station must have a valid IP address.

- Did you change the FairCom Server's name from the default (FSCSERVER)? Make sure you have the correct name.

To verify the server name, open the CTSRVR.CFG file—under \FAIRCOM on Windows NT/2000 or Mac OS, at the root of the SYS volume on a NetWare server, or in the USR/FAIRSERV directory on Linux—and check the SERVER_NAME parameter.

- Did you log on to the server with administrative privileges?
- Are you installing the Follett applications for Mac OS workstations to a Novell NetWare server?

Before you proceed, you must first create a Macintosh-accessible volume on the server. We recommend that you create a new directory (MFOLLETT) for the Macintosh volume. At installation, this volume must be mounted on the workstation's desktop. For information on creating a Macintosh-accessible volume, see your Novell NetWare server documentation.

- Do you need to convert your data? To determine your needs, see page 15. If you do, you must convert your data *before* installing the new applications.

This installation requires a Windows workstation running the Novell NetWare client with a drive mapped to a volume on the NetWare server. For future reference, record the location and directory structure for each installation.

Use the instructions in this chapter to install any of the following applications:

- Circulation Plus
- Catalog Plus
- Union Catalog Plus
- Alliance Plus
- Conversion
- Receipt Printer (Transaction Tracker) for Circulation Plus
- Missouri State Reports

Installing the Follett applications on a Novell NetWare server

1. Insert the Follett Software CD into the Windows workstation's CD-ROM drive. Windows should start the Installer automatically. (If it doesn't, from My Computer, open the CD drive directory and double-click SETUP.EXE.)
2. From the Follett Software Product Installation dialog, open the tab that matches your environment: Multi-user Site; District for the Union applications; or Misc to install Conversion. Select the application you want, and click Install. Verify your choice, and then follow the prompts on the subsequent dialogs until the Choose Destination dialog appears.
3. To install the applications to the remote Novell NetWare file server, click Browse to locate the network drive you want. If there isn't a FOLLETT folder on the volume you chose, you can create one by adding the word "FOLLETT" to the end of the path. For future reference, record the location and path.

Important: Do *not* install your applications inside the FAIRCOM folder.

When the destination folder is correct, click Next.

4. If you're installing Circulation Plus, Catalog Plus, or Union Catalog Plus, the Select Components dialog appears. You'll probably want to install the default selections; there are, however, a few special circumstances:
 - The User's Guide option installs the latest electronic version of the *User's Guide*. However, as the *User's Guide* contains the default system

passwords, it should *not* be available to public search stations. The online *User's Guide* requires Adobe® Acrobat® Reader v5.x or higher. If you don't already have Acrobat Reader, you can download it from <http://www.adobe.com>.

- Do *not* select the PHD Dolphin+ Server Setup check box, even if you plan to use a PHD Dolphin+ at your workstations. (See step 8.)

Once you've selected the items you want, click Next.

5. Enter the appropriate configuration information in the Database Server Configuration dialog (see page 57) and click OK.

Note: If the Installer can't connect with the database server, double check the configuration information you've entered. If the information is correct, make sure that the FairCom Server is running.

6. When the Setup Complete window appears, click Finish.
7. If you have more applications to install on this server, just go back to step 2 and repeat the process. If you're finished, click Exit to close the Installer.
8. If the library staff will be using a PHD Dolphin+ at the workstations, you need to edit the path in the DCOMM.INI file. See page 67 for instructions.

Assigning user rights on NetWare

To assign the network rights on Novell NetWare, use NWADMIN for NetWare 4.x or higher. The network rights required for a Novell NetWare server are listed in the following table. The directories in the CC40 folder (Circulation Plus/Catalog Plus) or UC40 folder (Union Catalog Plus) depend on the applications you installed.

Please note that the following table includes the subdirectories for the Follett applications for both Windows (W) and Mac OS (M) stations. While you can run both on the same server, they should be installed in separate directories. All applications for Mac OS stations should be installed to the Macintosh-accessible volume you created (see page 64).

Warning: Do not create file system rights for the FAIRCOM folder or any folders within the FAIRCOM folder.

User rights for Follett client applications on a Novell NetWare file server

Directory\ subdirectory	Staff Allows only data to be modified	Patron Allows data to be searched only	Follett Allows programs and data to be modified	Admin Allows programs and data to be modified
\CC40 \UC40	Read/File Scan	Read/File Scan	Supervisory rights	Supervisory rights
\WOPAC \MOPAC	Read/File Scan	Read/File Scan	Supervisory rights	Supervisory rights

User rights for Follett client applications on a Novell NetWare file server (Cont.)

Directory\ subdirectory	Staff Allows only data to be modified	Patron Allows data to be searched only	Follett Allows programs and data to be modified	Admin Allows programs and data to be modified
\WCIRC \MCIRC	Read/File Scan	Revoke all rights	Supervisory rights	Supervisory rights
\WCOMMON \MCOMMON	Read/File Scan	Revoke all rights	Supervisory rights	Supervisory rights
\TEMP	Read/File Scan Write Create Modify Delete/Erase	Revoke all rights	Supervisory rights	Supervisory rights
\WALLI \MALLI	Read/File Scan	Revoke all rights	Supervisory rights	Supervisory rights

Important: If you have installed any Follett applications for Mac OS workstations or search stations on a NetWare server, you must also set a share attribute for the applications.

To set the share attribute, log on to the network with administrative rights and go to the directory containing the Follett applications for Mac OS. From the system prompt, type **Flag**<space>*. *<space>**+SH**.

Preparing your workstations

Note: Workstations are library computers used by the library staff to circulate or catalog your collection.

After installing the applications to your server, you may need to install one or more additional components to your workstations. These options do not need key numbers:

- Barcode fonts for Reports
- PHD Dolphin+ USB driver
- Receipt Printer (Transaction Tracker) driver
- Shortcuts or aliases to the applications
- Adobe Acrobat Reader

To add these components to Windows workstations, see page 49.

To add these components to Macintosh workstations, see page 60.

Preparing your search stations

Search stations are library computers used by the patrons (students) to search the library collection. OPAC, a component module of Catalog Plus or Union Catalog Plus, is intended for patron use.

You have a few options when it comes to adding OPAC to your search stations. You can:

- Install OPAC directly on the search station;
- Create a shortcut or alias to an installation of Catalog Plus on the server;
- Purchase and install OPAC for Windows/NetWare Networks for your Macintosh search stations;
- If you're running Union Catalog Plus or are a member of the union catalog, you can purchase and install OPAC for Union.

To install OPAC for your Windows search stations, see page 47.

To create shortcuts on your Windows search stations, see page 50

To install OPAC for your Macintosh search stations, see page 58.

To create aliases on your Macintosh search stations, see page 59.

Troubleshooting

PHD Dolphin+ configuration

If you installed the PHD Dolphin+ to your Novell NetWare server, you must edit the path in the DCOMM.INI file so that your workstations can access the file. For instructions, see page 52.

What's next?

Now that you have installed your applications, return to the Installation Checklist on page 27 if you have more products to install.

If you do not, your remaining setup tasks will vary based on the applications you installed and your situation. Use the following list to determine where in the *User's Guide* you should go next:

- If you're a *new* user, complete the tasks outlined in the System Setup section.

If you *converted* your database, review the information in the System Setup unit and make any necessary changes to your setup options.

If you *upgraded* from an earlier version of the Follett applications, you need to verify or enter your 7-digit Follett customer number on System Setup's Site Identification tab. This number is required by Follett's online services (e.g., Alliance Plus Online, WebPath Express, and Find-It-All).

- If you're running Union Catalog Plus, for information on building your union database see the chapter, "Building your union," in the System Setup section. For Data Exchange, see the *Follett Data Exchange Guide* (fscdx.pdf).
- To set up the options for OPAC, see the Search Stations section.
- If you need to import titles or copies into the library database, see the Cataloging unit.
- If you need to import patron records, see the Patrons section.
- Devise a backup method for your computer system. See the chapter, "Backing up your database," for additional information.

Store the Follett Software CD, your customer number and key numbers, and this guide in a safe place. You'll need them if you ever need to reinstall the product(s) or if you purchase additional products that are on the CD.

Chapter 6 Setting up online services

Before you can access Follett's online services, you may need to configure some components of your network. This chapter contains: information about Alliance Plus Online; instructions for configuring your servers and workstations to connect to it; and instructions for verifying connectivity. It also contains instructions for configuring your workstations to connect with the TitlePeek, service, Follett eBooks, and a troubleshooting table.

Alliance Plus Online

Alliance Plus Online is an application, written to the Windows Sockets API, that accesses a database through the Internet. It is not a Web site and so does not use port 80. It uses port 5151. Its registered domain name is `allianceplus-online.com`; this resolves to an external IP address of `64.213.162.137`.

Requirements for connection

Your system must meet four requirements to ensure a successful connection to Alliance Plus Online:

- You must have version 4.2 or greater of the Follett Software applications (Alliance Plus along with Circulation Plus and/or Catalog Plus) installed.
- Your valid customer number must be entered in System Setup | Setup | Site | Identification | Follett Customer #.
- Your proxy server or firewall software must be configured to allow communication to the DNS entry: `allianceplus-online.com`. See the following section for details.
- TCP Port 5151 must be open for outbound traffic. Your Internet service provider (ISP) must also open port 5151. See the following section for details.

Proxy server configuration

You must allow a connection between the Alliance Plus application on your workstations and the Alliance Plus Online service through TCP port 5151.

Example: If you are using MS WinSock Proxy 2.0, add a new protocol using the following information:

Protocol name: AlliancePlusOnline

Port: 5151

Type: TCP

Direction: Outbound.

Give permissions to the users of Alliance Plus Online (your library staff). At each workstation that accesses Alliance Plus Online, install the WinSock Proxy client.

Example: If you are using Novell's BorderManager, establish allianceplus-online.com as a forwarding server in the generic TCP application proxy list.

If your proxy server does not have client-side software, it may be necessary (depending on your proxy server) to enter your proxy server information at each workstation:

1. At each workstation that accesses Alliance Plus Online, close all the Follett applications, open the System Setup | Setup | Cataloging | Misc tab, and click the Proxies button.
2. In the Alliance Plus group box, enter the IP address of your proxy server and either accept the default port number of 5151 or enter your custom port number.
3. Click Save to close the dialog. This serves to redirect the Alliance Plus Online requests to your proxy server.

If you also have a TitlePeek subscription and workstations or search stations running the Windows operating system, you'll also need to enter the proxy configuration in the TitlePeek group box (see page 71).

Verifying a connection

You can run a trace route to report the path to the Follett Corporation servers, but not directly to the Alliance Plus Online server.

You cannot ping the Alliance Plus Online server; FSC has disabled this function.

You can use Telnet to determine if you have access to Alliance Plus Online and verify that your proxy and/or firewall software is correctly configured.

On Windows 95/98/NT:

1. From the desktop, click Start | Run, type **telnet** in the text box, and click OK. The Telnet window appears.
2. From the menu in the Telnet window, select Connect | Remote System. Enter the following in the Connect dialog:

Host Name: **allianceplus-online.com**

Port: **5151**

Term Type: (no entry necessary)

Click Connect. The Telnet window reappears.

3. Back in the Telnet window, type **helo** and press Enter. (You will not see "helo" on the screen.)

On Windows 2000:

1. From the desktop, click Start | Programs | Accessories | Command Prompt.
2. At the prompt, type **telnet allianceplus-online.com 5151** and a new command window opens.
3. Type **helo** and press Enter. (You won't see "helo" on the screen.)

The following response appears if a valid connection exists:

```
"000005ERROR0000011000096 Follett Alliance Online Gateway was unable to process your request. Error reading packet size."
```

If this message does not appear, there is no valid connection.

Proxy configuration for TitlePeek and Follett eBooks

If you subscribe to one of these services and cannot access it from Cataloging or OPAC for Windows, you may need to enter your proxy server configuration.

By default, Cataloging and OPAC do not use any Web proxy. If you need to direct Internet requests from your workstations or search stations to your proxy server, you must edit the Configure Proxies dialog box at each computer:

1. From each Cataloging workstation, open the System Setup module, enter the password if necessary (**MAKEITSO** by default), select Setup | Cataloging from the menu, and click the Misc tab.
From each OPAC search station, select File | Setup from the menu and enter the password if necessary (**MODOPAC** by default).
2. Click the Proxies button and enter the IP address of your proxy server and its port number in the Web Proxy (HTTP) Configuration group box.
3. Click Save to close the dialog box.
4. Close System Setup and restart Cataloging, or close and restart OPAC.

If adding the correct information does not enable your service, refer to your proxy documentation or support for proxy configuration and troubleshooting.

On Macintosh computers, Cataloging and OPAC use the proxy settings that you configured in the Macintosh Internet Control Panel or in the Web browser when accessing these services. If the workstation or search station has access to the Internet, no additional configuration is necessary.

Troubleshooting

Message	Solution
Couldn't connect to socket. WSAETIMEOUT The attempt to connect timed out without establishing a connection.	Open port 5151 for outbound traffic.
The Alliance Plus Online Service is currently not available.	Try again later.
You do not have a valid subscription for the Alliance Plus Online service. Follett Alliance Online Gateway was unable to process your request.	Re-enter your Follett customer number in System Setup Site Identification, click Save, and try again.
Unable to create file.	Log on to the workstation or search station with administrative rights, and launch the application. Also, either provide the library staff that is responsible for making setup changes with "write" access to the system folder, or add them to the Power Users group. See page 52.

Appendix A Temporary installation solutions

This appendix describes the process for installing and running the FairCom database server and multiuser applications on a single Windows 95/98, NT, 2000, or XP Professional computer. This is not how the multiuser applications were intended to run; however, you can use it as a temporary measure until your library network is ready for normal activity.

Important: This installation option isn't intended to serve as a permanent solution. We strongly suggest you install the applications in the user environment for which each application was designed (e.g., multiuser applications in a multiuser environment, etc.).

Installing the multiuser applications on a stand-alone computer

The process for installing the FairCom Server and the multiuser applications on a single computer only varies slightly from the process described in Chapters 2-3. This section briefly outlines the modified process.

Important: The workstation where you plan to install the applications must use Windows 95/98, NT, 2000, or XP Professional as the operating system.

1. Before installing the FSC products, make sure that you have TCP/IP support or have installed the Dial-Up Networking component from your Windows 95 or 98 CD-ROM and configured TCP/IP.
2. Please review Chapter 1, "Preparing for installation," and complete steps 1 and 2 in the Installation Checklist for multiuser applications on page 27.
3. Install and start the FairCom Server for Windows NT/2000. For installation instructions, see page 29. Instructions for starting the FairCom Server on Windows NT/2000 and XP Professional follow the installation steps. To start the FairCom Server on Windows 95/98, see "Running the FairCom Server on Windows 95/98" on page 74.

Important: You cannot install the multiuser applications without starting the FairCom Server.

4. Install the multiuser applications (see page 43). When the Database Server Configuration dialog appears (see page 44), select "Connect to database server running TCP/IP protocol," and enter **127.0.0.1** as the IP address.
5. Continue with the tasks described in "Preparing your workstations for the Follett applications" on page 49.

Running the FairCom Server on Windows 95/98

On a computer running Windows NT/2000/2003 or XP Professional, the FairCom Server starts and stops automatically when you start or shut down the computer (see page 30). However, if you run the FairCom Server on a computer using Windows 95/98, you must start and stop it manually.

To manually start the FairCom Server, from the Windows Start menu, select Programs | Follett Applications | FairCom Server for Windows NT/2000/2003. The FairCom Server dialog appears.

To automatically start the FairCom Server whenever you start the computer, create a shortcut to the CTSRVR.EXE file in the FAIRCOM folder and move it to the Windows StartUp folder.

To stop the FairCom Server, from the FairCom Server dialog, select Control | Shutdown. The FairCom Server Shutdown dialog appears. Enter the user name **ADMIN** and password **FSC!ADM** (all uppercase). A message appears displaying the number of current users and asking you to confirm the shutdown request. If the message indicates that anyone is still logged on, click Cancel, close all Circulation Plus and Catalog Plus applications, and then repeat the shutdown process. Otherwise, click OK.

To stop the FairCom Server *without* entering a password, you must edit the CTSRVR.CFG file located in the FAIRCOM folder. Enter the statement **CONSOLE NO_PWRDWNPASSWORD**. Save and close the file; stop and restart the FairCom Server.

Appendix B Removing Follett applications

At some point you may need to remove the Follett applications from a particular location. Perhaps your hardware has been upgraded and what was a circulation workstation will now be used as a search station. Whatever the reason, to ensure that the applications are removed successfully and to protect your data, there are certain procedures we recommend you follow:

- Back up the library database. By default, the DATA directory is located under FAIRCOM (multiuser and district sites) or CC40 (single-user sites).
- Close all Follett applications.
Before you uninstall any Windows NT service, you must stop the service and close the Services Control Panel.
Before removing WebCollection Plus, you must exit the Web server (e.g., IIS) if you are using one.
- To remove any of the multiuser or district applications or services, the FairCom Server must be running.
- Before removing the FairCom Server, you must shut it down. If you plan on reinstalling the FairCom Server, before you uninstall it, make sure you record any changes you made to CTSRVR.CFG.

Warning: The FairCom Data directory contains your library database. You should not delete this directory unless your intent is to permanently remove its contents.

- If you plan to reinstall the Follett applications, carefully note the drive and directory where the current version resides. Since your databases and directories are not removed during the uninstallation process, you must reinstall the new version in the locations occupied by the previous version.

Once you've completed these preparations, you're ready to remove the applications.

Windows

Run Add/Remove Programs from the Windows Control Panel.

Important: If you installed the multiuser or district versions of the Follett applications on the file server, you must have administrative rights to successfully uninstall them.



Add/Remove
Programs

NetWare

From a client computer, locate the applications you want to remove in the FOLLETT folder on the server and delete them.

Macintosh



Trash

Locate the CC40 or UC40 folder. Select the applications you want to remove and drag them to the Trash. The aliases on the desktop and on the Apple Menu under Follett Applications must be deleted manually.

Important: If you are uninstalling multiuser or district versions of the Follett applications from a file server, make sure you are logged on to the file server from a Macintosh workstation with administrator privileges.

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