

Migrating to Hosted

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What We'll Cover

- Background
- Why we migrated
- How we migrated
- Migration day
- Cleanup
- Pros and Cons

Background

- Innovative customer since 1994
- Standalone turnkey system
- Move to Sierra January 2013
- Louisville joined 2016
- Server nearing end of life

Payflow integration upgrade information.

Security and safety are top priorities for PayPal, but being a good partner to you is equally important. We announced last year our plans to strengthen our Payflow integration as part of a broader infrastructure security initiative. We're now sharing more details with you.

Payflow TLS 1.2 endpoint upgrade

Payflow production endpoints are scheduled to be upgraded to TLS 1.2 starting after June 30, 2017. When that happens, we'll no longer support TLS versions 1.0 and 1.1.

In preparation for the upgrade, you'll be able to test your integration in the Payflow Pilot environment after February 15, 2017. We strongly encourage you to adjust your configuration and test your integration prior to the Payflow Production upgrade currently scheduled starting after June 30, 2017.

For more information on the Payflow TLS 1.2 upgrade, you can refer to our [TLS 1.2 and HTTP/1.1 Upgrade Microsite](#).

Scheduled change dates provided in this email and on the TLS 1.2 and HTTP/1.1 Upgrade Microsite are subject to change. Please monitor our TLS 1.2 and HTTP/1.1 Upgrade Microsite for the most up-to-date information.

Frequently asked questions

How do I make these changes? ←



Talks with Innovative

- 4 year-old server was not compliant
- OS upgrade necessary
- Was server robust enough to handle?
- Info gathering at IUG
- Now was the time to migrate to hosted



More negotiations

- Not as simple as we thought
- New contract needed
 - 1994 contract null and void
 - New perpetual license agreement 2017





Deadline Looming

- June 20 – migration to hosted/Sierra 3.0
- June 20-June 27 – Resolve migration issues
- June 28 – Upgrade to Sierra 3.1
- June 30 – PayPal deadline for upgrading
- July 1 – Everything still worked!



The Process

- Allow 4 weeks to schedule
- Can only be done M-Th, 8 a.m.-5 p.m. PDT
- Plan to be down all day
 - Could take as little as 2-3 hours
- Able to work out 9 a.m. EDT start time
- Started testing 10:30 a.m.
- Everyone back online about 1 p.m.



The Nitty Gritty

- New IP numbers
 - App Server
 - Database Server
- DNS needed CNAME alias entries
 - roc.rodmanlibrary.com → rodma.iii.com
 - OPLIN handled
- SSL and domain name
- WAM, web links
 - OPLIN proxy service



Prep Phase - Innovative

- Builds new hosted server
- Performs test database copy
- Prepares current Sierra systems for migration



Prep Phase - Rodman

- Contact vendors for IP change
- Make sure clients are pointed to domain name, not IP
- Send list of IPs to Innovative for access
 - Sierra Desktop App
 - SQL
 - Admin Corner (SSH access to server)
 - Express Lane
 - Patron API



Prep Phase - Rodman

- Vendors contacted that use Patron API
 - Axis 360 (B&T)
 - Hoopla (Midwest Tape)
 - OverDrive (State Library)
 - Syndetics/LTFL (Proquest/LibraryThing)
- Limit Network Access table
 - Internal IP addresses → External IP addresses
- Notify SearchOhio
- Bookmobile access via static IP for MiFi devices



Migration Day - Innovative

- Halt Sierra and disable access
- Migrate software and database
- Reconfigure system for hosted access
- Startup and test Sierra
- Troubleshoot with library



Migration Day - Rodman

- Modify DNS for new servers (OPLIN/OIT)
- Be prepared to test access and functionality
 - Key Rodman staff
 - Key Louisville staff
- Have IT staff available to address network/DNS issues
 - OPLIN



Migration Day

- No one could login
 - No webPAC
 - No SearchOhio
 - No digital download services
 - No Envisionware services
 - No Express Lane
 - No Teleforms



Migration Day

- BEFORE staff get any access...
 - TEST, TEST, TEST
- Be sure you can login to:
 - Admin corner
 - SDA
 - Local database – staff and public sides
 - Express Lane
 - Quick Click



Migration Day

- Sierra post-event checklist
 - After IT staff check logins
 - Pick key staff to test their area of the system
 - Have team report any issues to IT



Bumps in the Road

- SMS through OPLIN worked fine
- Email notices fine except to ATT & SBCGLOBAL
 - Bounced as spam
 - Fixed by altering the FROM address
- “No licenses available”
- Old DNS links not mapped to CNAME
`roc.rodman.lib.oh.us`



Bumps in the Road

- Unable to access text-based Reference Database
 - Needed to update DNS for alias `roc.rodmanlibrary.com:81 = allianceindex.com`
 - Administrative side not accessible through Admin Corner
- Teleforms Server
 - ODBC needed new IP



Bumps in the Road

- Quick Click
 - Could not connect to Sierra
 - Passwords reset
 - IPs OK in Limit Network Access
 - Permissions? Could connect through FileZilla
 - Vendor IPs needed to be added to AWS firewall
 - Ports not open on firewall
- Took 2 weeks to fix



Pros for Migrating

- No more tapes to change or buy
- Updates done by Innovative
- Restarts can be scheduled during the night
- No OS upgrades to maintain
- Better for budgeting
- Server room is quieter!
- Harder to access remotely (security)
- Redundancy for uptime



Cons for Migrating

- A bit more expensive
- If using IPs for SDA or other access, all need to be changed (WAM)
- Harder to access remotely (staff login)
- No visual access



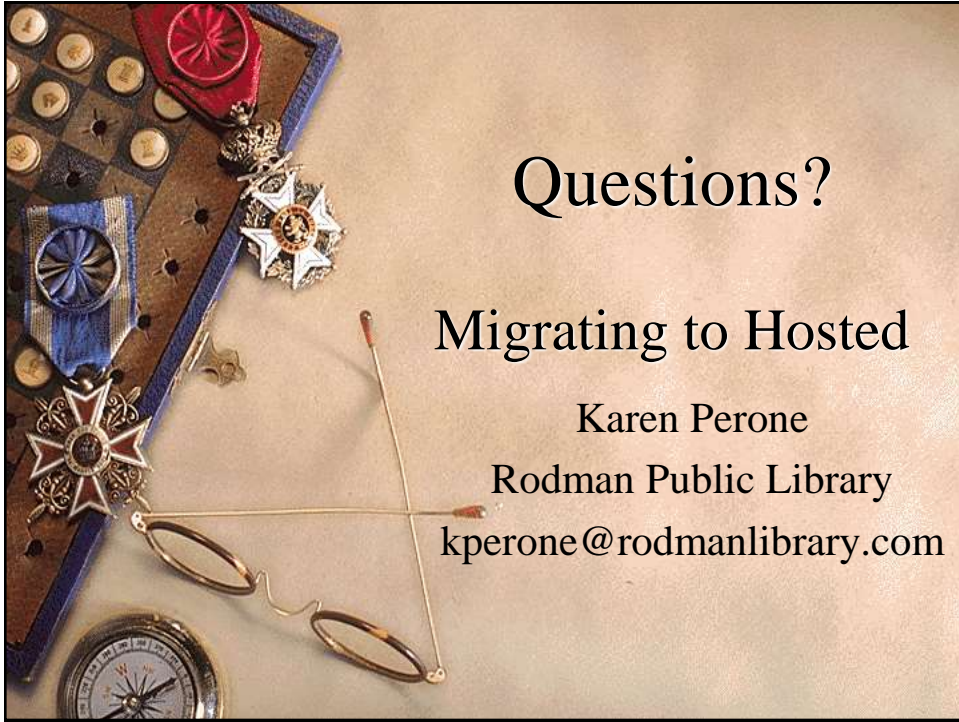
Neutral for Migrating

- FTP and Telnet – gone
- Network printers – gone
- SSL certificates



How's It Going?

- Speeds
 - Same or better as in-house turnkey
- Updates
 - Easy to schedule
- And now, on to the i-Tiva installation...
but that's a story for another day



Questions?

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