



HotFix Installation

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Introduction

ExLibris creates HotFixes when requested to by customers, after being approved by a project development manager.

HotFix installations must be coordinated between the customer and ExLibris.

Each HotFix has a unique number (represented by the # sign) which is supplied by Exlibris to the customer. The HotFix installation procedure described below is usually identical for all HotFix installations.

Locating the HotFix

HotFixes are located on the ExLibris FTP server.

To locate a HotFix:

1. Navigate to the ExLibris server: <ftp.exlibris.co.il>
2. Enter the user name: dps_hf
3. Enter the password: 4pgrade

HotFixes are located in the home directory (/) and are named in the following format:

#.tar.gz (for example: 17.tar.gz)

Verifying the HotFix

Before installing the HotFix in the production environment, install it in the UAT environment and verify that it is functioning.

To verify the HotFix:

1. Install the HotFix in the UAT environment.
2. Verify that the HotFix is functioning – according to the specific HotFix's content.

3. Install the HotFix in the production environment.

Note: In environments that have two avenues (using Load Balancer), perform the following installation steps twice (meaning on both avenues).

Installing the HotFix

To install the HotFix:

1. Copy the HotFix file (`#.tar.gz`) from the FTP server to the environment server. From the `/exlibris/dps/hf` directory connect to the FTP server and type the following:

```
hash
bin
get #.tar.gz
If it is the first HotFix you are downloading, type: get hotfix.csh
bye
```

2. Unzip the HotFix file:

```
gzip -d #.tar.gz
tar xvf #.tar
```

A new folder, named `#`, is created in the current directory.

3. Run the HotFix (from the current directory: `/exlibris/dps/hf`):

```
hotfix.csh -h #
```

4. Start the server:

```
dps_start
```

You may view the log of the above installation under `/exlibris/dps/hf/#/log`.

Rolling Back the HotFix

Ex Libris requests that customers inform ExLibris when a rollback has been performed.

To rollback a HotFix:

1. Go to: `/exlibris/dps/hf/#` and write down the name of the backup folder with which you will use to restore the files, for example: `backup_2009_01_05_12_47_27`.

Note: This is usually the folder with the earliest creation date.

2. Go to `/exlibris/dps/hf`
3. Run the Rollback. `<dir>` stands for the folder with which you use to perform the rollback:

```
hotfix.csh -h # -r <dir>
```

4. Start the server:

```
dps_start
```

Note: In environments that have two avenues (using Load Balancer), perform the rollback procedure twice (meaning on both avenues).

You may view the log of the above rollback under `/exlibris/dps/hf/#/log` .