We are updating our domain and we need to know what we need to do in ILLiad

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Symptom

- You are changing your domain and you want to know what you need to update in ILLiad

Applies to

- ILLiad

Resolution

Here are steps you can take to make sure your domain changes are reflected in ILLiad:

1. If your domain was oh.edu and now it is going to be ohio.edu, you would need to search in the Customization Manager for oh.edu and update them to ohio.edu
2. You will want to contact the Web Server Administrator after updating the keys because it might require a restart of different services.
3. If you are hosted by OCLC, contact OCLC Support.
4. After we restart the services, you will need to open up the client again on all your ILLiad machines.
5. Go to your LocalInfo table and look for any email addresses that have @oh.edu and update them to @ohio.edu
6. If your patron email addresses are using the domain @oh.edu and you are updating it to @ohio.edu, then you need to have the email addresses updated.
7. If you are self-hosted, contact your SQL Administrator, if you are hosted by OCLC, then contact OCLC Support. We like to have at least one week’s notice of when the change will take place.
8. If your usernames are going to change because they were like oclc@oh.edu and now they will need to change to oclc@ohio.edu, you will have to contact your SQL Administrator to update the usernames.
9. If you are self-hosted, contact your SQL Administrator, if you are hosted by OCLC, then contact OCLC Support. We like to have at least one week’s notice of when the change will take place.