



.ELM Library System Hints, tips and FAQs

1. *What sort of network and operating system does .ELM require?*

.ELM runs on the Windows operating system – NT4 or Win 2000 for the server ideally (a must for the Web OPAC), and Win 98, Me, NT4 or 2000 on the workstations. Novell servers are not suitable. **.ELM** has also been tested on Windows XP Professional and no problems have so far been found. Note that if you wish to run **.ELM** using other than NT4 or Windows 2000 servers, please contact **CGI** for more details.

2. *What hardware do I need?*

For the server – minimum specs:- with standard clients, 650 MHz, 128 MBytes RAM; hard disk is database-size dependent, but 4 GBytes as a starting point. For use with clients running the built-in Thin Client software (i.e. where the server does all processing work for all Thin Client workstations), 800 MHz, 256 MBytes RAM. **For workstations** – for non-thin client, 350 MHz, 32 Mbytes RAM; hard disk size not important. See No. 5 below for Thin Client workstations. For single user, 350 MHz, 128 MByte RAM, hard disk size 4 GBytes upwards.

3. *Can I run some client workstations as Thin Clients and others as normal clients?*

Yes, and all can access the same server.

4. *Do I need any other software to run Thin Clients - for example if I have remote branches?*

No; all software needed except the operating system is built into the **.ELM** package. (Note - there is no extra charge for the thin client software).

5. *Can I use older PCs for the Thin Client workstations?*

Yes, anything from 486 100 MHz upwards that will run Windows 98 or later is suitable for Thin Client workstations.

6. *What advantage is there in having the Web OPAC?*

The Web OPAC allows people to search and view records from your **.ELM** bibliographic database via the Internet, plus view borrower records and place reserves, using any standard web browser such as Microsoft Internet Explorer. Other functions normally carried out by library staff such as cataloguing, acquisitions, etc require the Thin Client software at a remote workstation plus security controls set up within the **.ELM** system; the Web OPAC does not make these functions available via the Internet.

7. *Can I run the .ELM (Jade) Thin Client on Windows 3.1?*

No; you need Windows 98 or later

8. *What operating system software do I need to run single-user only?*

Just the same as for a normal workstation – see (1) above. You could also use Windows XP Home in this case, although **CGI** has not carried out testing on Win XP Home.

9. *Do I need leased lines for remote branches or staff who wish to carry out library system functions?*

No, you can run the Thin Client over the Internet. You can use a dial-up Internet connection or a permanent Internet connection. (You can of course also use leased lines if you wish). You will need at least a 56kbps connection – faster is better.

10. *Can I use Citrix Winframe or Metaframe for my remote clients?*

Yes, if your IT staff really want to; however, **.ELM** comes with a built-in thin client, which means that you do not need any third party product to run remote clients, even using the Internet. The other workstations using the Citrix product can remain using it, and your **.ELM** remote clients can use the **.ELM** built-in thin client. **NOTE:** If you want to use the Citrix product, your IT staff should contact the **CGI** systems specialist for instructions.

11. *Should I use the **.ELM** Smart Thin Client for local workstations?*

We recommend that you do, as less network traffic is generated; however, see 2 above for server considerations.

12. *What should I do for a backup device?*

We recommend that you install a CD Writer into your server. You can then do a standard **.ELM** backup, zip the file that gets created, and copy it to your CD writer. Your local IT advisor could tell you how to automate the zip and write-to-CD process. We suggest you purchase some re-writeable CDs for this purpose; they do cost more than a standard CD, but you can use them over and over. You can also then send us a copy on CD of your backup if you ever need to.

Most CD writers come with appropriate software, and some come with a very easy method of writing a file to the CD.

Note that a CD writer is very much cheaper than a tape drive, and is universally readable by other organisations. There are several tape drives available, but they are not all the same, and **CGI** cannot guarantee to be able to read all tape formats should you need to send us a copy for any reason.

13. *Can I have a tape drive?*

Yes – but we recommend that you have a CD writer as well; please see 12 above.

14. *Can **CGI** connect directly to our system via the internet for support purposes?*

Yes – we have two methods which we currently use to connect to our customers' networks, with their permission of course: **PCAnywhere** and **WinVNC**.

This software allows us to connect to client PCs and support them without the need to be physically at their site. Any problems found by the client can be checked and fixes can be supplied much quicker than through more conventional means (where clients send their systems to us and we then replicate the problem and fix it).

PCAnywhere is the more popular one as it has been around for a long time and is recognised by many IT Professionals. However, WinVNC although not widely recognised, has one major advantage...it is free and works well. There are several variations available of WinVNC, one being TightVNC. This is what we are currently using with some of our customers.

PCAnywhere costs about \$200 for the host software. WinVNC is free.

PCAnywhere allows connection to PCs either through the internet or through a standard phone line. WinVNC can also connect through the internet (easily) or through a phone line (with some additional steps).

In order for CGI to connect to your system, we would need either a direct connection to your PC through the internet, or have a dial up connection to the PC (the PC would need to be connected to a phone with a direct phone number). CGI prefers a connection through the internet, but understands that with internet security now becoming more important, it may not always be the preferred option. A dial up connection can be set up, but connection charges may apply.

TightVNC can be downloaded from this address:

<http://www.tightvnc.com/download.html>

PCAnywhere can be purchased from any reputable software dealer.

For further details, please contact support at CGI.

The CGI web site is: www.contecds.com