

MONTANA SHARED CATALOG

Want more “How To” information on Workflows and e-library (formerly called IBistro) and the other services available on the Montana Shared Catalog?

SirsiDynix's Client Care **Website** provides additional support for librarians in the Montana Shared Catalog. If you, as your local MSC administrator, would like to find out more than just the basic information about the SirsiDynix modules, the “how to's” and “why for's” are available in training guides from SirsiDynix on this website: <http://clientcare.sirsidynix.com>

The Client Care website requires a user name and password. If you would like to use the extra information contact Mike Price (miprice@mt.gov or (406) 444-5377) to create a login for you, as director, so that access to this information is available. Please see the next page for the registration form as you will also be asked what forums you might be interested in following.

The Client Care website contains training guides, general news items, documentation, tech tips and FAQs, among other things. Once you get into the website, you will have access to the Support Portal Information and you will be able to search the Solutions database for answers to your questions. Solution searching can be done by browsing the site or by keyword searching.

When to contact the Montana Shared Catalog staff: After Hours Cell Phone (406) 431-7681

- There is a problem with SirsiDynix, whether in Workflows or e-library (formerly called IBistro). e.g. a report has ended in error, “unable to process request” messages display in the workstation, error messages are appearing, the system is not behaving as you would expect or the client crashes and will not start again after rebooting.
- You require a change to the configuration that you cannot make in the client, e.g. changes to screen verify lists, changes to e-library / HIP, changes to view.
- You need advice, e.g. “How do I...?” After you have used the help options.

You will see on the Client Care website other contact information. Please do not use.

The Montana Shared Catalog provides 24-hour access to Mike, Ken, Mary or Bridgett. SirsiDynix has requested that Client Care (as SirsiDynix contact support) only be contacted by MSC staff. This helps them, and the MSC, to be more efficient because SirsiDynix knows whom to contact in the event of a query. The Montana Shared Catalog staff are able to give them any information that they require and understand the SirsiDynix terminology also so that multiple support cases are not logged for the same issue. Montana Shared Catalog staff can also identify and resolve problems that are due to local knowledge or logistics.

If you are reporting a problem to Ken, Mike, Mary or Bridgett, it is useful if you have the following information at hand:

- The sequence of events that led to the problem
- Full details of any error messages, together with the debug file if generated
- Examples of affected records, e.g. specific borrowers/items
- Which logins and/or PCs are affected?
- If it is a problem with a report, record the report log
- Screenshots illustrating the problem may also be helpful. Please send these as attachments in an email rather than embedding them in the email.

Before you holler for help:

- Please try to research the issue before contacting MSC. If you are not sure how to do something, check the online helps: SirsiDynix WebEx, the client care website, and/or training guides first.
- Please do not remove a report ending in ERROR as it will be needed to study the log.
- Please try to avoid reporting problems if you will not be available to follow them up. We may need further examples or may ask you to test a configuration change.
- Please log one case per query. Each query may be worked on by a different member of the staff and may take a varying amount of time to complete, so it helps both the Montana Shared Catalog staff and you if each query is separate.

FOR REGISTERING For SirsiDynix Client Care Website Access: Contact Mike Price (miprice@mt.gov) or (406) 444-5377). Give him the first letter of first name, your last name and email address.

Choose any of these forums that you might be interested in and tell him to include you. You might request all of them but only Mike can give you privileges to certain ones.

Discussion Forums for (name) :

These check boxes (*) represent product enhancement forums (editable by Administrator users only.)

Please note, Administrator users can only edit other users' Enhancement forum privileges. Otherwise, all users can edit **only their own** regular Discussion forum privileges.

Special Forums:	SirsiDynix Symphony/Unicorn Forums:
International Development: <input type="checkbox"/>	System Administration: <input type="checkbox"/> * <input type="checkbox"/>
	SirsiDynix Symphony/Unicorn & Consortia: <input type="checkbox"/> * <input type="checkbox"/>
	Academic Reserves: <input type="checkbox"/> * <input type="checkbox"/>
	Accountability: <input type="checkbox"/> * <input type="checkbox"/>
	Acquisitions: <input type="checkbox"/> * <input type="checkbox"/>
	Booking: <input type="checkbox"/> * <input type="checkbox"/>
	Cataloging: <input type="checkbox"/> * <input type="checkbox"/>
	Circulation: <input type="checkbox"/> * <input type="checkbox"/>
	Outreach: <input type="checkbox"/> * <input type="checkbox"/>
	Reporting: <input type="checkbox"/> * <input type="checkbox"/>
	Serials: <input type="checkbox"/> * <input type="checkbox"/>
General Forums:	
About the Website: <input type="checkbox"/>	
About SirsiDynix: <input type="checkbox"/>	
Windows Server Admin: <input type="checkbox"/>	
Unix/Linux Server Admin: <input type="checkbox"/>	
Public Libraries: <input type="checkbox"/>	
K-12 Libraries: <input type="checkbox"/>	
Add-Ons and Other Products Forums:	
Hyperion: <input type="checkbox"/> * <input type="checkbox"/>	
iBistro/iLink: <input type="checkbox"/> * <input type="checkbox"/>	
Web2: <input type="checkbox"/> * <input type="checkbox"/>	
Director's Station: <input type="checkbox"/> * <input type="checkbox"/>	
Z39.50: <input type="checkbox"/> * <input type="checkbox"/>	
SchoolRooms: <input type="checkbox"/>	
Hosted (SaaS/ASP): <input type="checkbox"/>	
Enterprise: <input type="checkbox"/>	
StaffWeb: <input type="checkbox"/>	
URSA: <input type="checkbox"/>	