

IT Report for IHLS Board, May 26, 2015

SHARE Printing Server Update

Over the past several weeks we've been experiencing the SHARE Polaris printing services (known as Screwdrivers) crashing. After several days of troubleshooting with the vendor (Tricerat), the developers wrote a fix that addressed our specific issue. That fix was installed on Tuesday May 19, 2015. Since installing the patched files, we have not experienced any crashes (as of Thursday May 21, 2015).

This trouble issue was quite frustrating for libraries. The fix included shutting down each staff computer for 5 minutes and restarting Polaris. Sometimes, they would reconnect to the same affected server and still not have printers. Also, all libraries were asked to upgrade the client software of Screwdrivers on their staff computers to come up to the latest version. Our membership was VERY patient with us as we worked with all parties to get the problem fixed.

We continue to monitor the situation and hope that this is a permanent fix, and the IT staff would like to extend a sincere thank you to all our SHARE members during this time.