

Hosted RELAIS ILL V2009 TECHNICAL REQUIREMENTS Revised February 8, 2010

The following document outlines basic technical requirements needed to run the Hosted version of Relais ILL. Relais ILL should be installed on servers / workstations with the following hardware. Note that increasing/decreasing this hardware will improve/degrade performance.

1. Client Workstations

Requirements for workstations running windows based applications, e.g., Receive FTP (for receiving documents from Ariel or Odyssey), scanning and for staff functions.

Operating System	2000/XP ***	
	Recommended *	Minimum **
CPU	1GHz	500MHz
RAM	256MB	128MB
HDD	5GB	5GB

2. Scanners

If a scanner is not purchased from Relais International, make sure there is a TWAIN or Kofax compatible driver available for the scanner. In the case of a TWAIN driver, the Relais scanning software opens the scanner's driver interface.

Relais also supports Bookeye scanners and the Zeutschel OS 12000 Scanner.

3. General Notes

*** 2000 --> Windows 2000 SP4
 XP --> Windows XP SP2
 2003 --> Windows 2003 SP1

1. Relais International does not supply or license any operating systems.
2. Relais International does not supply or license Oracle or SQL Server.
3. Relais International will supply a run time license for Microsoft SQL Server Desktop Engine (MSDE) if appropriate.
4. Some predefined reports are provided. Knowledge of Crystal Reports (or equivalent) is required for customers to create and generate additional statistical reports.
5. Crystal Reports 11 is needed if a customer wants to modify Relais reports, including the format, layout etc of statistical reports as well as pick slips and cover sheets. Alternatively a quote for making such changes can be provided by Relais International.

4. Relais ILL and External Firewall Usage

Port	Description – Normal Staff Workstations (including with Scanners)
20/21	Used by Relais File Transfer Service to transfer files directly to relaisXXX.com
80	Used by patrons when entering requests via the Relais web forms or to retrieve Post to Web documents when posted to an HTTP server. Used by the Relais web client for staff.
419	Used by <u>Delivery FTP</u> to send documents to Ariel.
422	Used by <u>Received FTP</u> to receive documents from Ariel.
7968	7968 is used by <u>Delivery FTP</u> and <u>Receive FTP</u> to send documents to and receive documents from Odyssey.
1433	SQL connection
210	Used by <u>Search applications</u> when connecting to a Z39.50 server. Each library system typically uses a different port number, so verify with your local catalog system administrator. These are examples of commonly used ports for Z39.50.
2200	
7090	
9100	Allows relaisXXX.com to print pick slips and cover pages on your institution's preferred printer

It is recommended that Relais be installed behind a hardware firewall or NAT capable router.

Ensure the following TCP/IP ports are allowed through the firewall.

Port	Description – Remote Access Staff Workstations
3389	Only PCs that staff members will use to process requests need this port open to access RelaisXXX.com via the Remote Desktop Protocol.
9100	Allows relaisXXX.com to print pick slips and cover pages on your institution's preferred printer

5. Mail Server

- Relais requires access to your SMTP/POP compatible email server.
- Access should be enabled to allow the Relais application workstation / server to relay outgoing messages on SMTP, as well as receive incoming messages on POP.
- The default ports of 25 (SMTP) and 110 (POP) do not have to be used, but should be made available to the installer of the Relais software, as they will have to enter them into the configuration. Note that the mail server can be internal to the institution, or the institution's Internet Service Provider.

The following POP mailboxes should be available.

Relais Administer	Used by Relais to send errors to the Relais administrator, e.g., relaisadmin@yourlibrary.com
Relais Delivery	Used by the Relais delivery applications as the From address when sending documents to patrons (does not have to exist), e.g., relaisdelivery@yourlibrary.com
Relais GSM	Used by the ILL Message Handler to send/receive generic script messages, e.g., relaisgsm@yourlibrary.com
Relais ISO	Used by the ILL Message Handler to send/receive ISO email messages, e.g., relaisiso@yourlibrary.com

6. Access Control and User Validation in Relais

- Relais workstations, running the Windows applications are managed by the Windows network at the user and machine level.
- Relais also maintains its own internal staff user accounts for use at the request processing level.
- The Relais database user is managed by the database server (i.e. Oracle, SQL Server).
- Relais web users are validated by their username and password for their Relais account.
- Relais machines may also be managed by the client's network hardware.