

Encore 6.2 Release Notes

Release Notes

Encore 6.2 is in general release.

 **NOTE:** If your library uses Single Sign On (SSO) with Encore please see this [Solution](#) before requesting an upgrade: [Encore 4.7+](#) and [SSO](#).

 **NOTE:** Sierra 6.2 is now the required version of Sierra and must be installed prior to the upgrade of Encore 6.2.

Encore 6.2 System Change

Description	Recommended Pre-Upgrade Action	Recommended Post-Upgrade Action
<p>Minimum OS server requirements</p> <p>Version 7 is no longer supported in Sierra 6.2 and Encore 6.2.</p> <p>Your servers will need to be on Oracle Linux 8 or RHEL 8 prior to your Sierra and Encore 6.2 upgrade.</p>	<p>If your system is hosted, we will contact you proactively to schedule your OS upgrade to Oracle Linux 8. If you have not heard from us or have questions, please open a ticket. For non-hosted Sierra and Encore servers, please contact your Account Manager so they can quote the necessary services to help with your OS upgrade.</p>	<p>None</p>

Known Issues fixed in Encore 6.2

Requires Sierra version 6.2 or later

<p>Standard keyword searches interpret and/or/not as Boolean operators</p> <p>If a user enters a keyword search that includes the words <i>and</i>, <i>or</i>, or <i>not</i>, Encore applies those words as if they were Boolean operators. For example, a search for <i>you are not alone</i> finds records containing <i>you</i> and <i>are</i> and not containing <i>alone</i>. It does not find the title "You are not alone."</p>	<p>ENCORE-11127</p>
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<p>Incorrect styling in Encore patron account in Chrome 115 and higher</p> <p>In Chrome 115 and higher, the Encore patron account pages (for example, checkouts and holds) display incorrect styling. The following three files will be added to the live screens directory on the Sierra app server and should not be removed or edited for as long as the library has an Encore server</p> <ul style="list-style-type: none"> • patron.js • jquery-3.6.0.min.js • patron.css 	<p>ENCORE-11098</p>
<p>Post upgrade User Interface anomalies</p> <p>After upgrading Encore, customers have experienced a variety of UI-related issues. Notably, the absence of search facets post-search has been reported. In other instances, there have been cases where account-specific details, including checkouts, holds, and fines, fail to be displayed.</p>	<p>ENCORE-11081</p>
<p>Encore allows too-long request note</p> <p>Encore allows patrons to enter more text than can be saved in the request note. Text in excess of what can be saved in the hold, is lost. Very long text can cause Automatic Request Processing to stop processing holds.</p>	<p>ENCORE-11000</p>
<p>Requesting in Encore Mobile does not offer a Notes field</p> <p>When a patron places a request in Encore Mobile, no Notes field displays for the patron to enter additional information about their request. The Notes field does display in the desktop view.</p>	<p>ENCORE-10940</p>
<p>Searching Encore Messages when Encore's default language is not English</p> <p>Customizable message strings cannot be found in the Encore Messages section of the Sierra Admin app if the default language for Encore is not English.</p>	<p>ENCORE-10106</p>
<p>'PM' not translated in Section record display</p> <p>In program record display in Encore, in the section record part, the Swedish translation of the ending time phrase (e.g, e.m. for PM, or f.m. for AM) does not appear.</p>	<p>ENCORE-8612</p>

Known Issues

The known issues can also be found in this solution [Resolved Issues in Encore 6.2](#). For a complete list of existing Known Issues from Encore 4.6 through the present release, see [Known Issues for Encore \(4.6-6.2\)](#).

Preparing to update your system

System Requirements

To upgrade to Encore 6.2, your library must meet the following requirements:

Your library must be running on at least Millennium 2014 SP6 or Sierra 6.2 as the system requirement. If upgrading an INN-Reach central Encore server, please do not install Encore 6.2 until Sierra 6.2 is installed on the central server.

In addition, your library should have completed a full backup on the Encore server within the last 24 hours.

If your library has [Synergy](#) Portfolios, you must open port 8006 on the Encore server for outbound access. (See [Configuring Your Firewall](#).)

Your Encore server must have 24 GB of available memory. The system must also be 64-bit with at least 8 cores. If you are a hosted customer, please open a ticket via the Supportal to schedule your upgrade with Discovery staff.

Changes to Expect

As of Encore 4.3, the gold skin is the only skin option for Encore. If you are updating from an earlier release, you will see that change.

As of Encore 4.3, there are changes to the syntax for the passthrough search. If you are upgrading from 4.2, please see [Add an Encore search box to a web page](#) for more details.

Pre-upgrade Preparation

If you are upgrading from Encore 4.2 to Encore 6.2, determine what Patron Page functions to offer your Encore users. If you are upgrading from Encore 4.3 or higher to Encore 6.2, you will not be prompted to determine Patron Page functions to offer to your Encore users.

To configure Patron Page functions, see [Customizing Patron Page Functions](#) in the *Encore Staff Guide*.

Release Notes


Release notes include software behavior changes introduced in the update (some may have implications for training or data review prior to upgrade), any actions library staff should take prior to or just after updating the system, and notification of new features and other enhancements included in the update.

Actions staff must take

The Upgrade Manager is a web application developed for performing self upgrades of your Encore system, available in Encore 4.1 and later Encore releases.

Your library's upgrade process consists of two phases: preparation and commit.

To schedule an upgrade for your Innovative-hosted Encore system, please submit a ticket via the Supportal.

 **NOTE:** Starting with Sierra 5.0, a change was made to allow for all software upgrades to use signed URLs for software downloads. You will see a new passkey validation prompt during the prep phase of the upgrade. You can obtain the passkey from CSDirect (<https://csdirect.iii.com/custconv-aws>) using your login credentials.

Preparation phase

During the preparation phase the Upgrade Manager will run multiple checks on your system, download the necessary software for Encore 6.2 and prepare the software for the commit phase. There is no expected downtime during the preparation phase. Innovative recommends running the preparation phase a day or two before the commit phase.

Using a web browser, connect to the Upgrade Manager:

[https://\[your Millennium or Sierra application server\]/iii/upgrademgr](https://[your Millennium or Sierra application server]/iii/upgrademgr)

NOTE: Web browsers Chrome and Safari are not supported for running the Upgrade Manager application.

When prompted, log in with your usual admin application credentials.

If running Sierra 6.2, you will see a “Enter Passkey” box. You can obtain the passkey from CSDirect (<https://csdirect.iii.com/custconv-aws>) using your login credentials.

Respond to the backup question and continue with the upgrade.

Upgrading from Encore 4.2 to Encore 6.2 only: When prompted, check the box next to each function to show in the Encore Patron Page. You can change the list of functions later in the Admin Application. See [Customizing Patron Page Functions](#).

The application displays an "End of preparation phase" message when the preparation phase is complete.

Log out after the preparation phase is done.

Please contact Customer Support immediately if your browser closes, the process appears to be stalled, or you encounter an error message of any kind. Your upgrade may still be running as expected. Customer Support staff can quickly determine whether the upgrade is still running and advise you how to proceed.

While the self-upgrade process has been extensively tested, we recommend that you plan to complete the commit phase during Innovative's regular business hours.

Commit phase

Once the preparation phase has completed successfully, you will be ready for the commit phase.

You can expect up to 15 minutes of Encore downtime while the current application shuts down and the upgraded version starts up. In the final stage of the upgrade, the Encore application should automatically resume, running Encore 6.2.

Log back into the Upgrade Manager:

[http://\[your Millennium or Sierra application server\]/iii/upgrademgr](http://[your Millennium or Sierra application server]/iii/upgrademgr)

You will be prompted to enter the Passkey again. The Passkey may change between the time the Prep and Commit Phases are run so please obtain the Passkey from CSDirect(<https://csdirect.iii.com/custconv-aws>) using your login credentials.

Confirm that you are prepared to resume.

Please feel free to share any feedback you have on the application or the self-upgrade process in general. Please submit a ticket through the Supportal.

After the Upgrade

The default location for the Administration Application is on the Millennium or Sierra application server:

Sierra: [http://\[your Sierra application server\]/sierra/admin/](http://[your Sierra application server]/sierra/admin/)

Millennium: [http://\[your Millennium application server\]/iii/admin/](http://[your Millennium application server]/iii/admin/)

Your username and password remain the same.

NOTE: Due to variations in system architectures, some customers may find their Encore Administration Application remains on the Encore Server.

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Attributes

Software versions

- Encore: 6.2

Taxonomy

- Solutions > Upgrade
- Solutions > Release Notes > Current

Collections

- Encore
- INNReach

- Millennium
- Sierra

[Go to Original Solution](#)