

Sierra 5.6 Release Notes

Release Notes

Sierra 5.6 is currently in general release.

 **NOTE:** Customers with Encore need to be at least Encore 4.6 SP2 in order to upgrade to Sierra 5.6.

 **CAUTION:** In Sierra 5.2 and later, the SDA must run on Java 1.8 and will no longer launch if run on Java 1.6 - see [Sierra 5.2 Release Notes](#).

Sierra 5.6 is comprised of known issue fixes. No features or system changes are included in this release. *If you are upgrading from a version older than Sierra 5.5, please refer to prior release notes for new features and system changes that carry over to Sierra 5.6.*

Sierra 5.6 requires an add-on hotfix that will allow LX Starter compatibility. After you add LX Starter, which is provided as a separate and free upgrade, the two platforms will be integrated, with Sierra being fully enabled to send notices to LX Starter. For hosted libraries, after Sierra 5.6 is installed by Innovative, a Support ticket will be opened to schedule and install the hotfix. For libraries who plan to self-upgrade, please open a Support ticket after Sierra 5.6 is installed to request the LX Starter hotfix.

Known Issues fixed in Sierra 5.6

API (6)

GET /v6/patrons/holds returns confusing "ready for pickup" status descriptions Sierra API's hold status descriptions include "bib hold ready for pickup" or "item hold ready for pickup," which are not meaningful to users. All ready-for-pickup hold statuses will be standardized to "Requested item ready for pickup."	SAPI-2358
GET /bibs/ includes suppressed items in "copies" Sierra API includes suppressed items in the "copies" count for the GET /bibs/ endpoint. This can result in a discrepancy between the apparent item count and the number of attached items actually returned.	SAPI-2350
Hold attempt on non-holdable item results in incorrect success status When a client attempts to place an item-level hold on a non-holdable item, the hold is correctly not placed, but Sierra API returns a successful 204 response code.	SAPI-2321

<p>REST API slow to return results when canFreeze field is requested</p> <p>The REST API is very slow to return a list of patron holds when canFreeze field is included in the GET request. The same list of patron holds is returned in a timely manner when the canFreeze field is not included in the GET request.</p>	<p>SAPI-2312</p>
<p>GET /v6/patrons/holds returns confusing "in transit to pickup location" status descriptions</p> <p>When a hold is in transit to the pickup location, Sierra API's hold status description is "bib, item, or volume in transit to pickup location," which is not meaningful to users. The in-transit status description will be updated to "Requested item in transit to pickup location."</p>	<p>SAPI-2288</p>
<p>POST /v6/bibs/ does not set CAT DATE</p> <p>When POST /v6/bibs/ creates or updates a bib record, Sierra API does not set the record's CAT DATE to the catalogDate provided in the request data.</p>	<p>SAPI-2277</p>

Authentication (1)

<p>Apereo CAS login screen for SAML setup does not show on screen width 576-767 pixels</p> <p>The elements on the CAS Apereo login page disappear when accessing the page on a device with a screen width between 576 and 767 pixels.</p>	<p>SIERRA-36887</p>
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Cataloging (13)

<p>Data Exchange displays wrong file name for loading errors</p> <p>When errors occur in loading a file, Data Exchange displays a warning message "Error trying to load X records due to bad data. Details in (filename)." The file name cited is not the correct error log for the current load.</p>	<p>SIERRA-37364</p>
<p>Curly braces in optional fields on Collection Agency reports</p> <p>When diacritic characters exist in the optional variable fields on Collection Agency reports (patron address, for example), the report contains curly-brace codes instead of the correct characters. Diacritics print correctly in patron name, which is included in hard-coded fields.</p>	<p>SIERRA-37223</p>

<p>Cannot delete bib record with backslash (\) in an indexed field</p> <p>When a bib record contains a backslash (\) in an indexed field, for example a call number or subject heading, Sierra is unable to delete the record.</p>	<p>SIERRA-37222</p>
<p>Incorrect search results for 箭 {u7B9A}</p> <p>In the SDA, searching for 箭 {u7B9A} in the title or author index finds no records. Searching for 箭 {u7B9A} as keyword finds records with 札 {u672D} instead.</p>	<p>SIERRA-36946</p>
<p>Coverage load does not create ERM links when resource name contains a hyphen between spaces</p> <p>If the resource name or id in the resource record contains a hyphen between spaces (" - "), coverage load does not create the ERM link field in the loaded checkin records.</p> <p>Sierra 5.4 contains a previous fix related to hyphens, SIERRA-33936.</p>	<p>SIERRA-36896</p>
<p>ERM: _today-70y in Coverage Spreadsheet Conversion Rules</p> <p>In Coverage Spreadsheet Conversion Rules file, _today-70y should calculate the date in the coverage data load by subtracting 70 years from today's date. Instead, Sierra adds 70 years to today's date.</p>	<p>SIERRA-36736</p>
<p>Keyword searches limited by year do not retrieve results published in that year</p> <p>When staff perform a keyword search and then use Tools Limit to enter Publisher Year, materials published in that year range are not found.</p>	<p>SIERRA-36705</p>
<p>Long title or author searches in non-Roman alphabets do not return expected results</p> <p>Title or author search strings longer than 48 characters in non-Roman alphabets do not return expected results. The search string must be shortened to 48 characters or fewer in order to return results.</p> <p>This issue primarily affects non-Roman alphabets such as Greek, Georgian, and Cyrillic.</p>	<p>SIERRA-36011</p>
<p>Session Statistics omit records loaded or overlaid via Data Exchange</p> <p>When staff load or overlay records in Data Exchange, those created or updated records are not reflected in Session Statistics.</p>	<p>SIERRA-34854</p>
<p>Limit word in French subject is not working</p> <p>In the SDA, the limit in subject search didn't work in French subject (pomme) but worked</p>	<p>SIERRA-31238</p>

in English subject (apple) when we searching the location first and then limit to the subject search.	
<p>Bibliographic record leader byte 09 defaults to 'blank' (MARC-8) rather than 'a' (Unicode) during record creation</p> <p>Sierra uses Unicode for character encoding. When creating new bibliographic records, Sierra automatically populates byte 9 of the leader, CHAR ENC, with the value of 'blank' which means MARC-8 rather than 'a' which means Unicode.</p>	SIERRA-30752
<p>Compact Browse: Search results display incorrectly for some titles; showing the indexed entry and not the diacritics</p> <p>When performing a title search, some results display as the indexed line (the internal codes used for indexing)</p>	SIERRA-17787
<p>Loading non-sorting characters in UNIMARC UTF-8</p> <p>When loading records in UNIMARC UTF-8, Sierra loads non-sorting characters incorrectly (apostrophes and "@", for example).</p>	SIERRA-37282

Circulation (20)

<p>Branch Addresses truncates email address for non-English logins</p> <p>When staff open the Branch Addresses table using a non-English login, Sierra displays only the last 23 characters of the E-mail Source field.</p>	SIERRA-37202
<p>Cannot send hold cancellation notices</p> <p>When preparing hold cancellation notices, if the job is limited to a Locations Served or location code, and the cancellation notices queue includes a bib hold, Sierra gives an error "The server is not responding" and closes. Auto notices also will fail to send the notice job.</p>	SIERRA-37129
<p>Fails to register barcode scanner's carriage return in Search/Holds box after another index is searched</p> <p>Search/Holds and Catalog search function are not registering the barcode scanner's carriage return (confirmed the scanner uses CR) on random scans, but particularly when the user switches between searching a different index (e.g., title, author, etc.) and the barcode index. As a result, the search is not automatically performed immediately upon scan; the user must initiate the search manually instead. Note: This barcode scanning</p>	SIERRA-36930

<p>issue is not replicated in other Circulation functions (e.g., Check-out and Check-in).</p>	
<p>Time to Holdshelf does not delay pickup notices for ILL</p> <p>When Time to Holdshelf is configured to delay pickup notices for an ILL location, Sierra does not delay pickup notices for ILL virtual items with that location.</p>	<p>SIERRA-36680</p>
<p>With context user, on-the-fly permissions not reset after leaving mode</p> <p>When a user without permission to enter a mode attempts to move to that mode, Sierra prompts for additional permissions. When Sierra has been launched with a context user, providing those permissions sets the new permissions permanently for the session, and they are not cleared until the user clears them manually (Admin Clear Permissions). This behavior has been reported or reproduced with multiple modes requiring standard or optional permissions.</p>	<p>SIERRA-36613</p>
<p>On-the-fly permission for tabs in Check Out (Circulation Desk) allows repeated access</p> <p>If a user without permission to view patron tabs in Check Out (Circulation Desk) attempts to view a tab and permissions are entered on-the-fly, the un-permissioned user can view the same type of tab again without supplying permissions.</p> <p>That is, if a user without permission attempts to access the Checked-Out Items tab and enters on-the-fly permissions, that un-permissioned user can close the patron, open another, click on the Checked-Out Items tab, Cancel the permissions popup, and stay in the Checked-Out Items tab and view any information there.</p>	<p>SIERRA-36612</p>
<p>Manage Holds: different date format when printing or exporting</p> <p>In Manage Holds, dates display on-screen in the system's configured date format (e.g. "2021-12-22") but appear incorrectly in long format when the report is printed or exported ("Wed Dec 22 09:14:44 CST 2021").</p>	<p>SIERRA-36557</p>
<p>Unable to extend pickup date when pickup locations are limited to the Hold Pickup Locations table</p> <p>When a staff user has "Limit pickup locations to those in the Hold Pickup Locations Table" enabled, that user is unable to extend hold pickup dates for holds whose pickup location is not first in its entry in the Hold Pickup Locations table. Sierra displays a message that the item is "already on the holdshelf or in transit."</p> <p>Note: At libraries with Title Priority Paging, pickup location limiting is automatically enabled and cannot be disabled.</p>	<p>SIERRA-36466</p>
<p>Holds clear from holdshelf one day early after pickup date modified in Manage</p>	<p>SIERRA-36377</p>

<p>Hold</p> <p>After staff modify hold pickup dates in Manage Holds, the Clear Holdshelf report clears the hold on the pickup date rather than on the day after the pickup date. (For example, if the modified pickup date is Feb 17, the item should not appear on the Clear Holdshelf report until Feb 18 but appears on Feb 17.)</p>	
<p>Notice History records "0" for bills via email with Print Templates</p> <p>When a library formats Bill notices with Print Templates, Notice History records an entry with "0" count for any bills sent via email.</p>	<p>SIERRA-36212</p>
<p>Some bills not sent, at libraries with options grouped "Minimum charge for fines notice"</p> <p>When the Circulation Option "Fines/Bills: Minimum charge for fines notice to print" is options grouped, so that different branches have lower or higher minimums, some bills may not be printed for the branches with the lower settings, depending on the order in which notices are sent.</p>	<p>SIERRA-36185</p>
<p>Patron names with diacritics not sorted in indexed alphabetical order in Clear Holdshelf</p> <p>Patron names with diacritics are not sorted alphabetically in indexed order in the Clear Holdshelf function. The system sorts a-z but doesn't include diacritics with in that search (e.g. á is not listed after a as expected, instead it appears after z).</p>	<p>SIERRA-36092</p>
<p>Interface issues in Notices with Manual or Save Parameters setting</p> <p>If Sierra is configured for "Manual" or "Save Parameters" notices settings, Sierra does not correctly display Notices mode and becomes unresponsive.</p> <p>The issue can be avoided by asking Innovative to enable the Auto Notices feature. (No notice jobs will run automatically unless specifically configured.)</p>	<p>SIERRA-36088</p>
<p>Manage Holds: Location area labels cut off with 14+ font size</p> <p>When a Sierra staff login is configured with font size 14 or larger, the text of area labels "Pickup Location:" and "Item Location:" is cut off at the bottom.</p>	<p>SIERRA-35467</p>
<p>Arabic titles are truncated in patron information tab title columns</p> <p>Arabic titles are truncated in patron information tab title columns e.g. Check Out tab, Holds tab etc.</p> <p>https://documentation.iii.com/sierrahelp/Content/sril/sril_disp_patrontabs.html</p>	<p>SIERRA-35397</p>

<p>Chinese language PTYPE field cut short in SDA and Sierra Web</p> <p>When Patron Type has Chinese text and the total number of characters is greater than 11 then it will be truncated in the Bib-Level Holds and Item-Level Holds tabs.</p>	<p>SIERRA-34077</p>
<p>Item_Auto_Renewal_Status does not translate "RENEWED"</p> <p>On courtesy notices where an item was auto renewed, the Item_Auto_Renewal_Status field always prints "RENEWED" in English even when the notice's language is not English.</p>	<p>SIERRA-33687</p>
<p>No record written to Fines Paid when a billed item is renewed and the bill automatically adjusts to zero</p> <p>When staff renew a billed item, and the automatically adjusted charge is zero, no entry is written to Fines Paid. Sierra should record the removed replacement charge to Fines Paid with a payment status of "no payment," to indicate that the item had previously been billed but that the bill has been automatically adjusted. (If the charge adjusts to an amount other than zero, Sierra does write correctly to Fines Paid.)</p>	<p>SIERRA-33529</p>
<p>Bibs with expanded Material Type do not appear in High Demand Holds</p> <p>Bib records with 2- or 3-character Material Type codes do not appear in the High Demand Holds report.</p>	<p>SIERRA-31712</p>
<p>Cannot sort Collection Agency table by Total Item Cost or Barcode</p> <p>In Collection Agency mode, clicking on the Total Item Cost header does not sort the table. A triangle appears as if the column is sorted, but the order of rows does not change. The Barcode column also does not reorder rows and does not display the triangle in the header.</p>	<p>SIERRA-19999</p>

Create Lists (4)

<p>Call number indexed using normalization rule 22 cannot be searched in Create Lists if there is a space directly before and after decimal</p> <p>A call number field with a space before and after the decimal is not searchable in Create Lists, when it's indexed with a normalization rule 22.</p>	<p>SIERRA-36738</p>
<p>Unable to input Turkish character İ in Create Lists</p> <p>Users are unable to input the Turkish character İ (unicode u0130) in Create Lists. This also prevents searching for the character.</p>	<p>SIERRA-36654</p>

<p>EPQ with multiple terms and stored record type different from that of searched field</p> <p>A Create Lists search fails when applying multiple terms to one field (e.g. LOCATION equal to x or equal to y) in the Enhanced query editor and storing a record type that is different from the record type of the searched field.</p> <p>Example: storing item records, BIBLIOGRAPHIC LOCATION equal to main or equal to south</p> <p>The issue affects some fields but not others. For example, bib fields LOCATION, PUBLISH YEAR, TITLE, and CALL # are affected, but not LANGUAGE, COUNTRY, or MAT TYPE.</p>	<p>SIERRA-36593</p>
<p>Exporting either patron telephone field tag outputs both</p> <p>In Create Lists, if staff select either TELEPHONE (t) or TELEPHONE2 (p) field for export from patron records, Sierra includes both fields in the exported file.</p>	<p>SIERRA-36339</p>

INN-Reach (3)

<p>Item note (x) 32 characters or longer stops INN-Reach</p> <p>If a patron with INN-Reach transactions to process has a checked-out item with a note (x) field that is 32 characters or longer, INN-Reach transaction processing stops. Shortening the note field allows transaction processing to resume.</p>	<p>SIERRA-37121</p>
<p>OCLC ILL Request Transfer: Q3 fields not transferred to OCLC</p> <p>When acquiring an ILL request via OCLC, the data entered in "Q3" fields should be transferred to OCLC in the "Publisher" field.</p>	<p>SIERRA-37125</p>
<p>OCLC ILL Request Transfer: patron fields not transferred to OCLC</p> <p>When acquiring an ILL request via OCLC, the patron's PTYPE and address should be transferred.</p> <p>Note: If the patron record contains both a physical address and an email address, OCLC will display only the physical address. This is an issue on the OCLC side, and they have not indicated a timeframe for a fix.</p>	<p>SIERRA-37043</p>

Serials (3)

<p>Archiving checkin cards does not remove the card from the current checkin record</p> <p>Archiving checkin cards should create a new checkin record, move the full checkin card to the newly-created record, and create a new, empty checkin card on the original checkin record. The new checkin record is being created with the correct cards/boxes, but the cards/boxes are not removed from the original checkin record.</p>	<p>SIERRA-36918</p>
<p>Checkin Item Info, Volume Subfield (MARC 876 \$3) doesn't display in SDA</p> <p>On checkin/holdings records, ITEM INFO volume subfield (MARC 876 \$3) does not display in Record Summary in Sierra Desktop Application.</p>	<p>SIERRA-36004</p>
<p>Printing claim using print template where enumeration or chronology is blank results in null value for unrelated columns</p> <p>When enumeration or chronology data is not filled in for a serial issue that has been claimed, printing the claim using a print template will populate the following columns as "null": Issue, Note, Claim.</p>	<p>SIERRA-30641</p>

Sierra Web (4)

<p>Sierra Web: Coverage Edit "Unable to connect to database server" with SDA in secure tunnel</p> <p>When the SSL tunnel for SDA connectivity is enabled, Coverage Edit gives an "Unable to connect to database server" error in Sierra Web.</p>	<p>SIERRA-36598</p>
<p>Sierra Web inaccessible with White Screen Problem</p> <p>Seemingly at random Sierra Web will freeze up for the users currently in the system and any users who attempt to navigate to the Sierra Web page and click on the Connect to Sierra Service button will be greeted with the following error: White screen problem. Render doesn't finished, html code is empty: try to increase invoke and wait timeout</p>	<p>SIERRA-36502</p>
<p>Create Lists: Cannot view Saved Searches in Sierra Web when default view is Enhanced</p> <p>When "Set view to Classic" is unchecked, making Enhanced the default view for Create Lists queries, the Saved Searches tab is blank in Sierra Web.</p>	<p>SIERRA-35611</p>
<p>Cannot set patron EXP DATE to blank in Sierra Web Rapid Update</p> <p>When attempting to Rapid Update patron EXP DATE to a blank value in Sierra Web, EXP DATE fields are instead set to 2030-08-02. Rapid Update in the SDA correctly blanks EXP</p>	<p>SIERRA-34557</p>

DATE.	
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Web Access Management (1)

<p>Unable to access video/ebook content in O'Reilly database</p> <p>Patrons are unable to access video or e-book content in O'Reilly database through WAM.</p>	SIERRA-37426
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Webbridge (1)

<p>Libraries with IPA cannot access Pathfinder Pro or WebBridge LR in the Admin App</p> <p>Libraries with Innovative Phone Alerts are unable to access the Pathfinder Pro or WebBridge LR areas in the Admin Application.</p>	SIERRA-36904
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WebPAC (6)

<p>Clear Search History does not clear the last search</p> <p>When a patron uses Clear Search History, the most recent search remains in the search history drop-down menu</p>	SIERRA-36901
<p>WebPAC pinreset form susceptible to host header injection</p> <p>An attacker can bruteforce Sierra's pinreset fields, tamper with the POST request for password reset and send mass email to all Sierra users with a link to a malicious site.</p>	SIERRA-36894
<p>Search limited to Words in Author/Title/Subject fails to return results for Chinese characters</p> <p>When Chinese characters are used for an author, title, or subject search, limiting to words in one of those fields (e.g. words in author or subject for a title search) fails to return results</p>	SIERRA-36589
<p>Keyword indexing incorrect or out-of-date</p> <p>When a bib record's fixed fields change, the record's indexing is not always updated to reflect the new data, resulting in incorrect keyword search results. This is most frequently reported with suppression and location fields.</p>	SIERRA-35974

<p>Patron can overpay via web ecommerce if fines are reduced while the patron is paying</p> <p>If a patron starts to pay their fines through WebPAC or Encore, and the patron's fines are reduced (e.g. by manual adjustment or by returning a billed item) before the payment is finished, the patron will pay the original amount, even though the patron now owes less. Fines Paid will only reflect the fines that remained on the patron's record at the moment the payment was finalized.</p>	<p>SIERRA-35277</p>
<p>Record browse for a title index search does not sort by call number</p> <p>In WebPAC if a user searches the title index, selects a title, and changes the sort to Call Number, the order of results in the record browse display does not change.</p>	<p>SIERRA-34345</p>

Known Issues

You can also visit the [Resolved Issues in Sierra 5.6](#) solution for information on issues fixed in Sierra 5.6. For a complete list of existing Known Issues from Sierra 2.0 through the present release, see [Known Issues for Sierra \(2.0-5.6\)](#).

Preparing to update your system

System Requirements

Sierra 5.6 will require Red Hat or Centos 7x or higher. During the Prep Phase, the Sierra 5.6 self upgrade checks for the required Operating System and Red Hat Network requirements and will fail if those requirements are not met. Details are contained in the [Sierra Self-Upgrade Solution](#)

Red Hat Network

Access to several repositories and new packages are needed and the upgrade process for Sierra 5.6 will automatically issue Linux package install requests for packages matching the following patterns:

- apr
- apr-devel
- apr-util
- apr-util-devel
- ansible
- curl
- expat
- expat-devel
- expect
- expect-devel
- git

- jq
- json-c-devel
- libcurl-devel
- librabbitmq
- librabbitmq-devel
- libxml2
- libxml2-devel
- makeself
- openssl
- openssl-devel
- p7zip
- pcre
- pcre-devel
- perl-LDAP
- python
- python-jinja2
- python-requests
- python2-pip
- python3-dnf-plugin-versionlock
- python3-jinja2
- python3-pip
- python3-requests
- python36
- rabbitmq-server
- readline
- readline-devel
- stunnel
- tcl
- unzip
- wget
- xorg-x11-fonts-misc
- xorg-x11-server-Xvfb
- xorg-x11-utils
- xz-devel
- yum-plugin-versionlock
- zip
- zlib
- zlib-devel
- epel-release (repo)
- erlang-solutions (repo)
- erlang
- logstash (repo)
- logstash

By issuing these requests automatically during the upgrade, if the system being upgraded to Sierra 5.6 is subscribed to the Red Hat Network (or has otherwise been configured to have online access to a repository of operating system packages) at the time of the Sierra 5.6 upgrade, the package additions for

Sierra 5.5 will be made automatically and no action is required on the part of the library even for those libraries ordinarily responsible for operating system updates.

For more information on the Sierra Upgrade External Access, Package, and Maintenance Requirements, please see the [Sierra Self-Upgrade Solution](#)

Operating System


For Sierra systems running Red Hat Enterprise Linux 4, or running a 32 bit version of Red Hat Enterprise Linux 5, it will be necessary to upgrade the operating system to one of the 64 bit Linux versions above to upgrade to Sierra 5.6.


Solaris

For Sierra systems running any version of Solaris as their operating system, it will be necessary to migrate from that SPARC based server running Solaris to a new physical or virtual Intel/AMD server running 64 bit Linux in order to upgrade to Sierra 5.6.

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.

 **NOTE:** If you are upgrading from a version older than Sierra 5.0, after you restart the upgrade process via Admin Corner to begin the Commit Phase, you will see a new prompt before you reboot the server into maintenance mode. The prompt is for a new passkey that you can obtain from CSDirect (<https://csdirect.iii.com/custconv-aws>) using your login credentials. This will allow for all future software upgrades to use signed URLs for all software downloads. Please refer to page 15 in the [Sierra Self-Upgrade Solution](#)

 **NOTE:** If you are upgrading from a version older than Sierra 5.0, after the Sierra 5.6 conversion is complete, a background task is immediately started to recalculate bibliographic record scopes. This is to correct previous scoping changes made in Sierra 4.0 that caused some items to not be properly ordered in display or included in explicit scoped searches. This background task should be completed within a few hours even for the largest databases and should not impact your system. If you are upgrading from Sierra 5.0-5.5 to Sierra 5.6, this task was run as part of a previous 5.* conversion.

Sierra customers who use INN-Reach will not be able to upgrade to Sierra 5.6 at this time if the INN-Reach central server is not on Resource Sharing 3.1 or higher which includes the development to support the expanded codes feature of Sierra 4.0. The Sierra 5.6 upgrade will produce an error in the Prep Phase if the INN-Reach central server you are partnered with is not running Resource Sharing 3.1 or higher. Please contact Customer Support if you receive this error or have any questions.

If you have Encore, we highly recommend that you upgrade your Encore to Encore 5.6 soon after installing Sierra 5.6 to keep both Sierra and Encore up to date on the latest and aligning software.

For MyLibrary! customers and Sierra API users who also have the Patron Update Web Service, additional configuration may be necessary to enable all functions in MyLibrary! and the Sierra API. Please contact Customer Support if you are having trouble updating patron information using the Sierra API or within MyLibrary!.

If you are upgrading from a version older than Sierra 3.4, the Sierra 5.6 update will enable the 2018 Sierra Fines Paid and Collection Agency feature. This was an optional feature in Sierra 3.4 and Sierra 4.0 and if you answered “no” in either previous update, it will automatically be enabled when you upgrade to Sierra 5.6.

Actions staff must take

This update consists of a Prep and a Commit Phase. The Commit Phase will require approximately 30 minutes to 1 hour of downtime and a reboot of the Sierra servers (application and database). A full backup (both application and DB servers) is required within 24 hours of the Commit Phase. Please review your backup schedule and choose the day/time for the Commit Phase accordingly. Note, if you own an Encore server, it will also be inaccessible during the Commit Phase.

At the end of the Prep Phase, the update process checks for a successfully completed backup within the last 24 hours and will alert you of potential problems. For customers on 5-day backup schedules, this may indicate that the Prep Phase ran on a day outside the normally scheduled backup. This same check is also performed at the beginning of the Commit Phase. You will not be able to proceed with the Commit Phase until a successful backup is verified.

Innovative customers can request the update via the "Updating your System" section below. Please use the same request form if your library is running a pre-2.0 Sierra version. You can check your version of Sierra by selecting 'About' after clicking 'Help' in the client menu.

Some libraries have reported that they were unable to launch the Sierra Desktop Application (SDA) after upgrading to Sierra 2.0 SP2 and SP3. This might also be the case with Sierra 5.6 if you are upgrading from an older release (Sierra 2.0 SP1 or older). To avoid this problem, you should either launch the SDA using an icon, or use the "noWebStart" method of accessing Sierra. Add "noWebStart" to the URL used to launch the SDA on each affected workstation (Windows or MAC):`http://[APP_SERVER_URL]/sierra/desktop/noWebStart`

If the workstation launching the SDA is using "noWebStart" for the first time, the client will be downloaded and installed at that time. A workstation will only need to download the client the first time that "noWebStart" is used.

Libraries that installed Sierra in November 2012 or later had the "noWebStart" method of access set as the system default during installation. It is unlikely that these libraries will experience a problem. If you are not sure what setting is in place at your library, contact Customer Support. The easiest way to determine if there will be a problem on an individual workstation is to look at the contents of the Sierra Desktop Application folder. If the iirunner.exe file is not present, you should reinstall the SDA using the "noWebStart" method mentioned above.

Updating Your System

If you are a Hosted Sierra system or a Combo (single server) Sierra Training system, please schedule the update with Support. Submit the [Sierra Upgrade Request form](#).

For libraries running Sierra 2.0 SP2 or newer, you now have the ability to self upgrade via the Admin App. Please visit the [Sierra Self-Upgrade Solution](#).

Solution ID

221214134823393

Last Modified Date

10/31/2025 02:55:33 PM

Attributes

Software versions

- Sierra: 5.6

Taxonomy

- Solutions > Upgrade
- Solutions > Release Notes > Previous

Collections

- Encore
- INNReach
- Millennium
- Sierra
- SkyRiver

[Go to Original Solution](#)