Voyager Field Testing,

IGeLU 2008

Agenda

- Why Field Test?
- Our Field Test Environment
- Upgrades
- The Field Test Process
- Collaborative Testing
- The VPG/VPWG and Ex Libris

Why Field Test

- Prevents upgrade horrors (help anyway)
- Close interaction with analysts and developers
- Provide some input into Voyager development
- Been doing it since 2000

Our Field Test Environment

- Main focus is Universal Borrowing / Universal Catalog
- We use two test servers
  - One for the Universal Catalog
  - One for multiple Local (UB) databases (four)
- Refresh test servers
  - Copy entire /m1 filesystem
  - Export DBs from production, Clean test DB, import DB

Our Field Test Environment

- Refresh test servers
  - Copy entire /m1 filesystem
    - From just one of the instances selected for test
    - I generally do the largest
    - From test server, nfs mount /m1 on Prod server and perform tar copy
  - Export other DBs from production, CleanDB on test DB, import DB

Our Field Test Environment

- Refresh Test servers
  - Export other DBs from production
  - Do CleanDB on test DB (if exists)
  - Import DB

Our Field Test Environment

- Change database configurations
  - Point test DBs to other test DBs
  - Turn off UB on other 31 DBs in all 5 test DB config files

Running the Upgrades

- Oracle 10g
  - Mostly well documented. Fairly straight forward
  - Ran into problems with Oracle parameter setup (initVGER.ora)
  - Comes with Oracle Enterprise Mgr. We don't use it. Resource hog

Running the Upgrades

- Voyager 7.0.1
  - Mostly a standard Voyager upgrade process
  - Until you get to the new Webvoyage setup
  - We had early copy of instructions, plus we have a non-standard (for Voyager) apache set up

Field Test Process

- Invite from Ex Libris
- Access to Voyager FT section of SupportWeb
  - Links to new documentation as available
  - Lists of Bug Fixes included (check off)
  - Lists all Institutions involved with contact info, etc.
  - Link to dynamic list of incidents reported by each institution

Field Test Process

- Weekly Calls
  - Participants
    - FT Coordinator, Product Manager, Support rep, Doc rep, Training rep, Product Integration rep
    - Possibly analysts and developers
    - Rep from each FT institution

Field Test Process

- **Weekly Calls (cont.)**
  - Topics
    - Current list of incidents/resolutions
    - Upcoming upgrades/patches
    - Outstanding problems needing discussion
      - Oracle 10g ODBC install
      - New Webvoyage setup and configuration
      - New Voyager client push

Field Test Process

- Weekly Training
  - New with Voyager 7
  - Very helpful
  - Several sessions on new Staff side features
  - Many sessons on New Webvoyage
    - Overview, data structure / file layout, processes
    - Configuration, and modifying skins

Field Test Process

- Ex Libris had this field test divided into two phases (well three really)
- Phase one
  - Test release (BETA02) on test servers
  - Go through Bug Fix list and report findings
  - Report all bugs by April 18

Field Test Process

- Phase II
  - Install next release (BETA03) with one or two participants installing in production
  - Again go through list of fixes, including ones for bugs found in Phase I
  - Report all bugs by May 30

Field Test Process

- Final Phase (III)
  - Install General Release Candidate (GRC)
  - Again go through list of fixes, including ones for bugs found in Phases I and II
  - Report any 'Mission Critical' bugs by June 25

Field Test Process

- We concentrate on UC / UB
  - 8 – 10 Circ staff work through different sets of scenarios we have developed
  - Quickly found problem in requesting
  - Ex Libris had it fixed in Phase II release (BETA03)
- We also have staff in other areas testing as needed

Field Test Process

- Results and Observations
  - Voyager 7 was a very clean release
    - I think, due in part to the Collaborative Testing
  - ~63 Bugs found by FT participants
  - 47 of these were fixed by the General Release
  - Most others due in 7.0.2 (which we are Field Testing right now)

Field Test Process

- Testing has changed over the years
  - Our first Beta Test was done in production
  - We also did weekly upgrades back then
  - The initial releases weren't nearly as clean as Voyager 7 was

Collaborative Testing

- New process implemented last year
- Voyager Collaborative Testing occurred week of Jan. 21, 2008
- Four testers participated
  - Two selected each by IGeLU and ELUNA
  - The VP(W)G recommended, and SC approved

Collaborative Testing

- Testing conducted at Chicago office
- It was a learning experience for both testers and Ex Libris
- Testers had many ideas on improvements for future testing
- https://support.endinfosys.com/cust/voy/user_groups/CT/index.html

Product (Working) Groups

- New to Voyager last Summer (2007)
- PWG for IGeLU, PG for ELUNA
- Comprised of about eight people with chair and chair elect
- SCs assigns liaisons, I was it for ELUNA
- Both Groups work together with Ex Libris to direct the future of Voyager

Product (Working) Groups

- Monthly Calls
    - Chair and SC liaison from both groups have monthly call with EL Product Management
    - Groups have monthly calls (usually after the above call)

Product (Working) Groups

- In 2007/2008
  - Formed group, elected officers
  - Voyager 8 Enhancement Process
  - Collaborative Testing
  - Governance document (VPG)
  - Inclusion of Global Data Change
  - GDC Advisory Group

Product (Working) Groups

- In 2007/2008 (cont.)
  - Product Development Collaboration Agreement
  - Conference Planning

Questions?

- http://el-una.org/web/
- http://igelu.org/
- rwt@mail.libs.uga.edu