

1. Search Tasks

If your catalog doesn't appear to be syncing up correctly, check the Search Tasks to see if they are running successfully.

Task Name	Last Attempt	Status	Schedule
Kalida Local Search Source Index	December 2, 19 at 11:44:42 AM EST	Successful	Manual
Kalida Local Search Source Import	December 2, 19 at 11:44:40 AM EST	Successful	Manual
Van Wert Search Source Index	December 2, 19 at 11:44:33 AM EST	Successful	Manual

Possible reasons for failures:

- If you launch a search source task while another search source task connected to the same search source is running, the more recently launched task will fail and will log a message. Wait until the task in progress has completed before launching a new task.
- Something has stopped working/connections are down/etc...

If you find that some or all are failing for multiple days, please enter a ticket with INFOhio.

2. BLUEcloud Staff IDs and Passwords

- Check to make sure that the staff id being used is what is found in Workflows under Modify User.
- The staff id and password should all be lowercase in both Workflows and BLUEcloud.
- Confirm that there is a User Account in BLUEcloud under User Management.

3. Navigating BLUEcloud

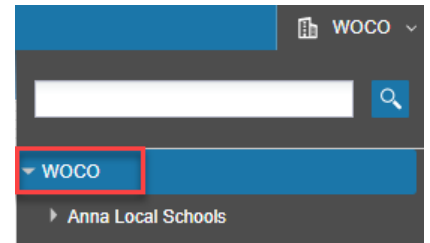
Be sure you are sitting in BLUEcloud at a building, otherwise you will receive this error message:



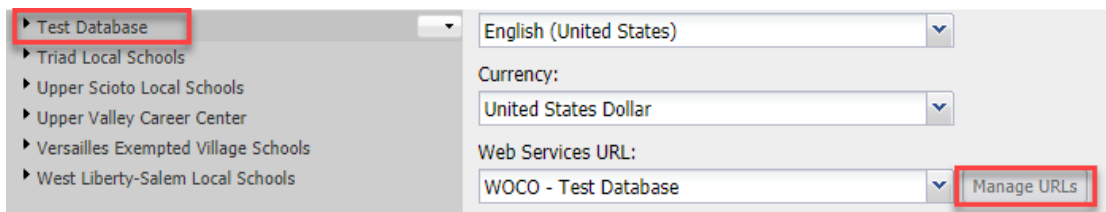
4. Check that Web Services is UP

If a user who previously had logged into BLUEcloud is unable to get in, it may be necessary to check and see if web services is down.

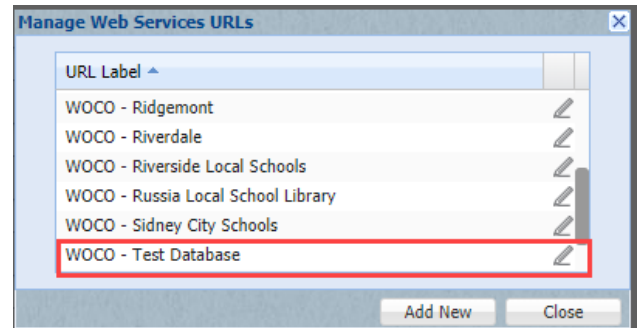
To check, log into BC as Admin. Be sure you are sitting in the tree at the top-most level (this will allow you to see all of your districts, but you could choose the district in question).



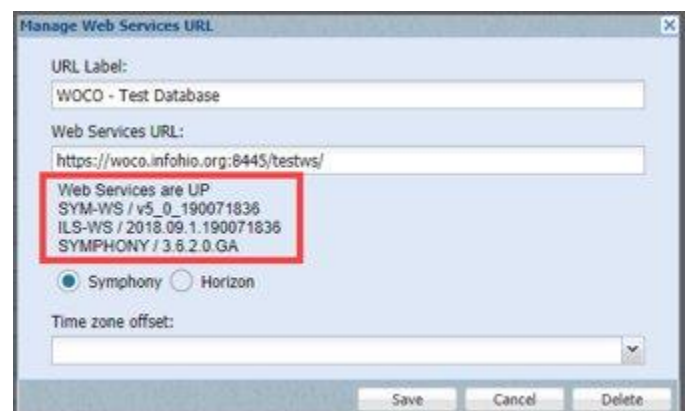
Navigate to Admin, Institutions, Management. Because web services is created at the district level, all of the buildings in that district are assigned to the same web services. Click on the district name to find the Manage URLs box. Click to open.



Double-click to select the district or click the pencil.



A pop-up box will appear with the web services URL and various other information. Check to see if it says “Web Services are UP”. If services are down, put in a support ticket with INFOhio and they will troubleshoot the problem. Do not change any of the information found here.



5. Firewall and Access Ports

All ports and access should be open to the ports and websites found on this document: <https://infohio.org/library/workflows-handbook/item/firewall-access> as well as whitelisting the BLUEcloud URL – <https://na3.bc.sirsidynix.net/>

6. Browser Requirements

Keep your browser up to date. SirsiDynix supports the latest release of the last two major versions of Edge, Internet Explorer, Safari, Chrome, and Firefox.

7. Display Requirements

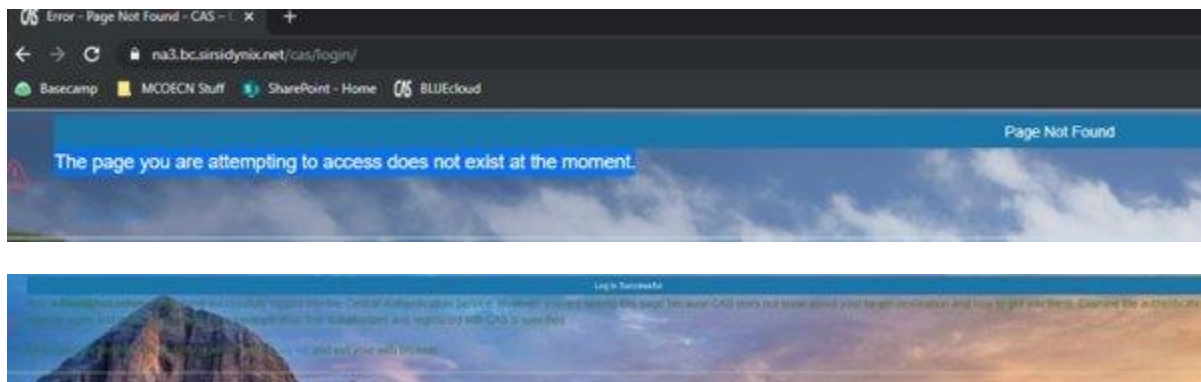
The BLUEcloud Central interface works best when the browser window is sized to at least 1280 px by 720 px resolution. BLUEcloud Central is currently not supported on tablet computers or mobile devices. Not mobile responsive.

Other tips: make sure you maximize your browser window. Depending on the size of your screen, you may need to change the magnification in your browser settings.

8. URL Troubleshooting

Please use the URL of <https://na3.bc.sirsidynix.net/>

There have been a few instances reported where a URL of <https://na3.bc.sirsidynix.net/cas/login> has been used. When this happens, the user receives an error (see below) and in some cases just throws you into a loop where you can't get back to the login screen. If this happens, in all the cases so far, just correcting the URL fixes the problem. You can also clear cache and correct the URL as well.



“You, admin@XXXX.infohio.org, have successfully logged into the Central Authentication Service. However, you are seeing this page because CAS does not know about your target destination and how to get you there. Examine the authentication request again and make sure a target service/application that is authorized and registered with CAS is specified.”

When you are finished, for security reasons, please log out and exit your web browser.”

9. Search Targets

If any or all of the search targets (your database, OCLC, BC MARC, LOC, or INFOhio Catalog) are not generating hits (after you have tried multiple searches), please report this issue to INFOhio Tech Services.