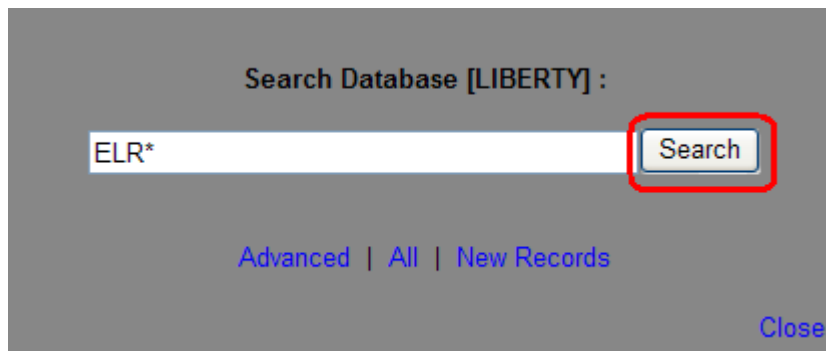


How to Setup & Run the ELR Survey Report in Oliver

Last reviewed on: 22/11/2012 5:48 PM

First we need to set up the email address that Oliver will use to send the ELR Survey Report results to. This email address should be provided to you by ELR.

1. Navigate to **System | Custom Parameters**
2. Select **“Search”** from the Custom Parameters function menu
3. Enter **ELR*** and click the “Search” button



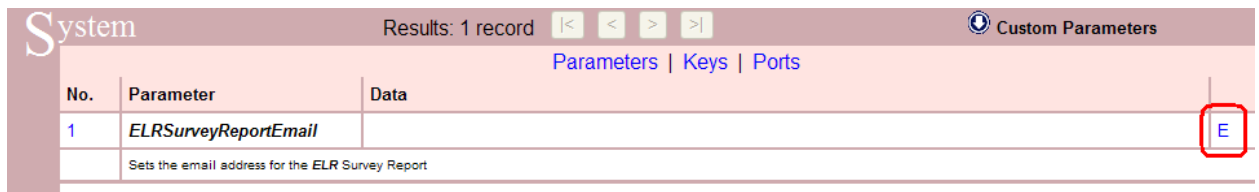
Search Database [LIBERTY] :

ELR* Search

Advanced | All | New Records

Close

4. Click the “E” link next to your **ELRSurveyReportEmail** parameter




No.	Parameter	Data
1	ELRSurveyReportEmail	E

Results: 1 record

Parameters | Keys | Ports

Custom Parameters

5. In the “Data” box, type in the email address that the ELR Survey Report results should be sent to and then click the “Save” button We would recommend using your own email address and then forwarding the email to:ELR (elr@esa.edu.au)



System Custom Parameters

Name: ELRSurveyReportEmail

Sets the email address for the ELR Survey Report

Data: exampleonly@emailaddress.com

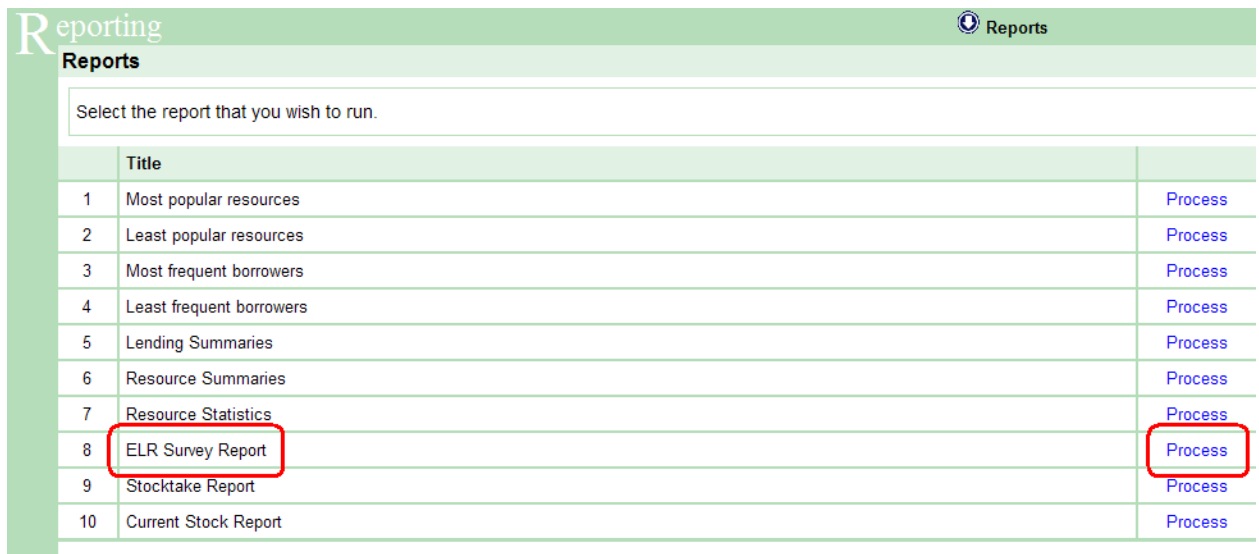
Save Cancel

Enter parameter value as required

Now you are ready to run the ELR Survey Report.

The following steps demonstrate how to run the ELR Survey Report in your Oliver system. This report can take considerable time to run, especially for large datasets.

1. Navigate to Reporting | Reports
2. Click the “Process” link next to ELR Survey Report



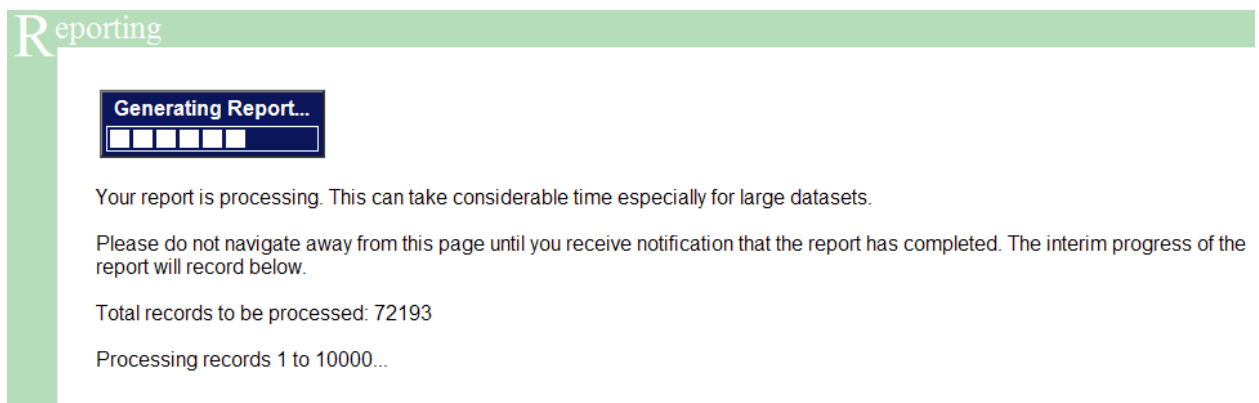
Reporting Reports

Reports

Select the report that you wish to run.

	Title	
1	Most popular resources	Process
2	Least popular resources	Process
3	Most frequent borrowers	Process
4	Least frequent borrowers	Process
5	Lending Summaries	Process
6	Resource Summaries	Process
7	Resource Statistics	Process
8	ELR Survey Report	Process
9	Stocktake Report	Process
10	Current Stock Report	Process

3. This will display the next page which advises that the report is now processing. There are several helpful messages to let you know the current progress of this report.



Reporting

Generating Report...

Your report is processing. This can take considerable time especially for large datasets.

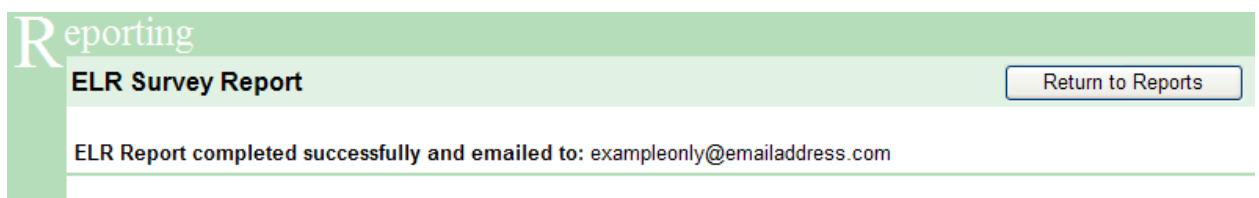
Please do not navigate away from this page until you receive notification that the report has completed. The interim progress of the report will record below.

Total records to be processed: 72193

Processing records 1 to 10000...

Important Note: Please do not navigate away from this page until you receive notification that the report has completed.

4. The results of the ELR Survey Report will be emailed to the nominated email address.



Reporting

ELR Survey Report [Return to Reports](#)

ELR Report completed successfully and emailed to: exampleonly@emailaddress.com

Your ELR Survey Report has now been completed successfully.

Note: If you noticed that the report has not progressed any further from “Processing records 1 to 10000...” after running for an hour or more, we would recommend you to increase the CGI timeout on the server and retry. You may need the assistance of your IT Technician to perform the changes below.

Refer to the instructions below on how to increase the CGI timeout on your server:

1. Go to the server registry settings
2. Go to HKEY_LOCAL_MACHINE\Software\Softlink International\Gateway\Oliver\Settings\
3. Increase the value data for TerminateSeconds to 60

If the server is 64 bit, then the location will be

HKEY_LOCAL_MACHINE\Software\Wow6432Node\Softlink International\Gateway\Oliver\settings\

A) Server 2000

1. Go to Start / Settings / Control Panel / Administrative Tools / IIS
2. Right-click on Oliver virtual directory and select Properties
3. Set the Application Protection to High(Protected) and click Apply
4. Click on the Configuration button
5. Go to the Process Option tab
6. Increase the CGI script timeout to 7200
7. Then please restart IIS

B) Server 2003

1. You will need to edit metabase.xml file directly using a text editor software (i.e.: Notepad)
2. To edit the metabase.xml file when IIS is running:
 - a. In IIS Manager, right-click on the local computer and select Properties.
 - b. Tick the “Enable Direct Metabase Edit” check box, and then click OK.
3. Navigate to %systemroot%\system32\inetsrv and edit the metabase.xml file using Notepad. Look for the CGITimeout parameter and increase this value to 7200.
4. Then please restart IIS

C) Server 2008

1. Open IIS Manager and click the Oliver Virtual Directory
2. In Features View, double-click CGI.
3. Under Behaviour, increase the timeout to 30 minutes
4. Click Apply in the Actions pane.
5. Then please restart IIS