Technology Services Reference

This is a quick reference guide for *information* and *technology* specialists responsible for integrating and supporting **self-hosted versions** of Alexandria; use it as a starting point to help identify any issues that pertain to your specific operating environment or to quickly locate links to more detailed information.

Several existing support documents detail Alexandria features in further detail.

Alexandria is completely self-contained and can be installed on both "Server" and "Desktop" versions of Microsoft Windows and Macintosh OSX.

Part of understanding how Alexandria works is understanding our terminology.

- We call our Alexandria Server the **data station**.
- The web-based interface that librarians and operators use is called **Librarian**.
- The web-based interfaces that patrons use to search your collection is called **Researcher**.

Alexandria v7 is a Web 2.0+ application that requires an internet browser (i.e. HTML 5) for the best user experience.

Antivirus Scans and Software

You should regularly perform a virus scan with antivirus software. We recommend that you close Alexandria so it is not be an active service before performing such scans, or that your Alexandria Data Folder be excluded from these scans.

Information and Technology Services Quick Reference Guide

Accessing Alexandria's standard and expanded services requires that you configure your firewall to allow certain ports and addresses. However, depending on the internet security requirements at your location, you may only want to enable firewall access for the services that you use.

Here are the IPs you need to whitelist on your firewall.

Name	Primary
IP Ranges	209.210.70.0/24

Below is a comprehensive list of addresses you should allow in your firewall's access control list.

Name	Ports	URL
Alexandria Web Services	80 (Non-Secure) 443 (Secure)	
COMPanion Core Services	80	s3.amazon.com s3.amazonaws.com
COMPanion FTP Support	21	ftp.companioncorp.com
COMPanion Cover Art Services		aws.amazon.com images.amazon.com
Google Analytics	80	google-analytics.com
Title Assistant	210 2200 7090	
COMPanion Online Help	80	www.goalexandria.com/v7Docs/
COMPanion Support Email	25	mail.companioncorp.com
COMPanion Update Server		s3.amazon.com s3.amazonaws.com
Lexiles	30427	
Mitinet's AccessMARC	210	z3950.accessmarc-db.com
LDAP	389 636	
Axis 360	6001*	axis360.baker-taylor.com
Baker and Taylor		schoolselection.btol.com

Bound to Stay Bound		www.btsb.com
Capstone Publishers		www.capstoneinteractivelibrary.com
Mackin		www.mackin.com
MackinVIA	443 6001*	api.mackinvia.com
netTrekker		school.nettrekker.com
NoveList	80	imageserver.epnet.com
OverDrive	80 443 80 6001*	api.overdrive.com oauth.overdrive.com images.contentreserve.com
Perma-Bound		www.perma-bound.com/Alexandria
Perma-eHub	6001*	www.perma-bound.com/ebooks/ehub-info.faces
SAFARI Montage		safarimontage.com
Sneak Peek		*.syndetics.com

Troubleshooting Checklist

Sometimes, when Alexandria is behaving abnormally, there may be conflicts on your end caused by blocked ports, aggressive emails filters, etc. Try these things first:

1. Does your machine have a network filter turned on?
2. Does your network have filters turned on that are blocking Alexandria communications?
3. Does your network block communications outside your network?
4. Do you have an email firewall that is blocking or filtering Alexandria messages?