Integrating Evergreen with Other Tools

Documentation Interest Group
## Table of Contents

I. Introduction ...................................................................................................................... 6  
1. About This Documentation .......................................................................................... 8  
2. About Evergreen .......................................................................................................... 9  
II. Adding Evergreen Search to Web Browsers ................................................................... 10  
3. Adding OpenSearch to Firefox browser ....................................................................... 12  
III. Using Supercat .............................................................................................................. 14  
4. Introduction .................................................................................................................. 16  
5. ISBNs ............................................................................................................................ 17  
6. Records .......................................................................................................................... 18  
   Record formats ............................................................................................................... 18  
   Retrieve records ............................................................................................................ 18  
   Recent records ............................................................................................................. 20  
IV. Using UnAPI ................................................................................................................... 22  
7. URL format .................................................................................................................... 24  
V. Using Opensearch as a developer ................................................................................... 26  
8. Introduction .................................................................................................................... 28  
VI. Phonetlist.pm Module .................................................................................................... 29  
9. Introduction .................................................................................................................... 31  
10. Adding Parameters ....................................................................................................... 33  
11. Output .......................................................................................................................... 34  
12. Holds ............................................................................................................................ 35  
13. Overdues ....................................................................................................................... 36  
14. Skipping patrons with email notification of holds .......................................................... 37  
15. Using the ws_ou parameter ......................................................................................... 38  
16. Automating the download ............................................................................................. 39  
VII. Adding an Evergreen search form to a web page .......................................................... 40  
17. Introduction .................................................................................................................. 42  
18. Simple search form ....................................................................................................... 43  
19. Advanced search form ................................................................................................. 44  
20. Encoding ....................................................................................................................... 45  
21. Setting the document type ........................................................................................... 46  
22. Setting the library ......................................................................................................... 47  
VIII. SIP Server ..................................................................................................................... 48  
23. About the SIP Protocol ................................................................................................. 50  
24. Installing the SIP Server ............................................................................................... 51  
   Getting the code ............................................................................................................ 51  
   Configuring the Server ................................................................................................. 51  
   Adding SIP Users ......................................................................................................... 52  
   Running the server ........................................................................................................ 53  
   Logging-SIP ................................................................................................................... 53  
   Testing Your SIP Connection ....................................................................................... 54  
   More Testing ................................................................................................................ 54  
25. SIP Communication ....................................................................................................... 56  
   01 Block Patron ........................................................................................................... 57  
   09/10 Checkin ............................................................................................................... 58  
   11/12 Checkout ............................................................................................................. 59  
   15/16 Hold .................................................................................................................... 59  
   17/18 Item Information ............................................................................................... 59  
   19/20 Item Status Update ............................................................................................ 60  
23/24 Patron Status .......................................................................................................... 60  
25/26 Patron Enable .......................................................................................................... 60
List of Tables

9.1. Parameters for the phonelist program: ........................................................................................................... 31
12.1. Columns in the holds CSV file: .................................................................................................................. 35
13.1. Columns in the overdues CSV file: ............................................................................................................. 36
Part I. Introduction
### Table of Contents

1. About This Documentation .................................................. 8
2. About Evergreen ............................................................... 9
Chapter 1. About This Documentation

This guide was produced by the Evergreen Documentation Interest Group (DIG), consisting of numerous volunteers from many different organizations. The DIG has drawn together, edited, and supplemented pre-existing documentation contributed by libraries and consortia running Evergreen that were kind enough to release their documentation into the creative commons. Please see the Attributions section for a full list of authors and contributing organizations. Just like the software it describes, this guide is a work in progress, continually revised to meet the needs of its users, so if you find errors or omissions, please let us know, by contacting the DIG facilitators at docs@evergreen-ils.org.

This guide describes how to integrate Evergreen with other technologies, including Web browsers, Web sites, discovery layers, self-check machines, RFID equipment, SIP clients, auto-dialer phone scripts, and other applications.

Copies of this guide can be accessed in PDF and HTML formats from http://docs.evergreen-ils.org/.
Chapter 2. About Evergreen

Evergreen is an open source library automation software designed to meet the needs of the very smallest to the very largest libraries and consortia. Through its staff interface, it facilitates the management, cataloging, and circulation of library materials, and through its online public access interface it helps patrons find those materials.

The Evergreen software is freely licensed under the GNU General Public License, meaning that it is free to download, use, view, modify, and share. It has an active development and user community, as well as several companies offering migration, support, hosting, and development services.

The community’s development requirements state that Evergreen must be:

• Stable, even under extreme load.

• Robust, and capable of handling a high volume of transactions and simultaneous users.

• Flexible, to accommodate the varied needs of libraries.

• Secure, to protect our patrons’ privacy and data.

• User-friendly, to facilitate patron and staff use of the system.

Evergreen, which first launched in 2006 now powers over 544 libraries of every type – public, academic, special, school, and even tribal and home libraries – in over a dozen countries worldwide.
Part II. Adding Evergreen Search to Web Browsers
Table of Contents

3. Adding OpenSearch to Firefox browser ................................................................. 12
Chapter 3. Adding OpenSearch to Firefox browser

OpenSearch is a collection of simple formats for the sharing of search results. More information about OpenSearch can be found on their website.

The following example illustrates how to add an OpenSearch source to the list of search sources in a Firefox browser:

1. Navigate to any catalog page in your Firefox browser and click on the top right box's dropdown and select the option for Add "Example Consortium OpenSearch". The label will match the current scope.

2. At this point, it will add a new search option for the location the catalog is currently using. In this example, that is CONS (searching the whole consortium).

3. Enter search terms to begin a keyword search using this source. The next image illustrates an example search for "mozart" using the sample bib record set.
4. You can select which search source to use by clicking on the dropdown picker.
Part III. Using Supercat
Chapter 4. Introduction

You can use SuperCat to get data about ISBNs, metarecords, bibliographic records, and authority records.

Throughout this section, replace `<hostname>` with the domain or subdomain of your Evergreen installation to try these examples on your own system.
Chapter 5. ISBNs

Given one ISBN, Evergreen can return a list of related records and ISBNs, including alternate editions and translations. To use the Supercat oISBN tool, use http or https to access the following URL.


For example, the URL http://gapines.org/opac/extras/oisbn/0439136350 returns the following list of catalog record IDs and ISBNs:

```xml
<?xml version='1.0' encoding='UTF-8' ?>
<idlist metarecord='436139'>
  <isbn record='5652044'>9780606323475</isbn>
  <isbn record='5767568'>9780780673809</isbn>
  <isbn record='1350528'>978007286029</isbn>
  <isbn record='5708164'>9780780669642</isbn>
  <isbn record='2372013'>043965548X</isbn>
  <isbn record='5804511'>8498369696</isbn>
  <isbn record='4132282'>9780786222742</isbn>
  <isbn record='1530458'>9788478885190</isbn>
  <isbn record='2003291'>0736650962</isbn>
  <isbn record='1993002'>8478885196</isbn>
  <isbn record='1187595'>9780439554923</isbn>
  <isbn record='4591175'>8478885196</isbn>
  <isbn record='5676282'>0807282324</isbn>
  <isbn record='2363352'>8478885196</isbn>
  <isbn record='2315122'>1480614998</isbn>
  <isbn record='2304139'>8478886559</isbn>
  <isbn record='2012565'>9780613371063</isbn>
  <isbn record='5763645'>9782070528189</isbn>
  <isbn record='2383286'>0786222743</isbn>
  <isbn record='2489670'>9780329232696</isbn>
  <isbn record='1681685'>9780072823111</isbn>
  <isbn record='2160095'>0807286028</isbn>
  <isbn record='2219885'>9789500421157</isbn>
  <isbn record='1934218'>9780613359580</isbn>
  <isbn record='5682871'>9781594130021</isbn>
  <isbn record='1281164'>0807283150</isbn>
  <isbn record='1666656'>0747542155</isbn>
  <isbn record='4717734'>8478886559</isbn>
</idlist>
```
Chapter 6. Records

Record formats

First, determine which format you’d like to receive data in. To see the available formats for bibliographic records, visit

http://<hostname>/opac/extras/supercat/formats/record

Similarly, authority record formats can be found at http://libcat.linnbenton.edu/opac/extras/supercat/formats/authority and metarecord formats can be found at http://libcat.linnbenton.edu/opac/extras/supercat/formats/metarecord

For example, http://gapines.org/opac/extras/supercat/formats/authority shows that the Georgia Pines catalog can return authority records in the formats opac, marc21, marc21-full, and marc21-uris. Supercat also includes the MIME type of each format, and sometimes also refers to the documentation for a particular format.

```xml
<formats>
  <format>
    <name>opac</name>
    <type>text/html</type>
  </format>
  <format>
    <name>marc21</name>
    <type>application/xml</type>
    <docs>http://www.loc.gov/marc/</docs>
  </format>
  <format>
    <name>marc21-full</name>
    <type>application/xml</type>
    <docs>http://www.loc.gov/marc/</docs>
  </format>
  <format>
    <name>marc21-uris</name>
    <type>application/xml</type>
    <docs>http://www.loc.gov/marc/</docs>
  </format>
</formats>
```

atom-full is currently the only format that includes holdings and availability data for a given bibliographic record.

Retrieve records

You can retrieve records using URLs in the following format:

http://<hostname>/opac/extras/supercat/retrieve/<format>/<record-type>/<record-ID>

For example, http://gapines.org/opac/extras/supercat/retrieve/mods/record/33333 returns the following record.

```xml
<modsCollection xmlns="http://www.loc.gov/mods/" xmlns:mods="http://www.loc.gov/mods/" version="3.0">
```

Chapter 6. Records
Words and pictures / Dodd, Siobhan


1 v. (unpaged) : col. ill. ; 26 cm.

Simple text with picture cues accompany illustrations depicting scenes of everyday life familiar to children, such as getting dressed, attending a party, playing in the park, and taking a bath.
Recent records

SuperCat can return feeds of recently edited or created authority and bibliographic records:

http://<hostname>/opac/extras/feed/freshmeat/<feed-type>/<record-type>/<import-or-edit>/<limit>/<date>

Note the following features:

• The limit records imported or edited following the supplied date will be returned. If you do not supply a date, then the most recent limit records will be returned.

• If you do not supply a limit, then up to 10 records will be returned.

• feed-type can be one of atom, html, htmlholdings, marcxml, mods, mods3, or rss2.


Filtering by Org Unit

You can generate a similar list, with the added ability to limit by Org Unit, using the item-age browse axis.

To produce an RSS feed by item date rather than bib date, and to restrict it to a particular system within a consortium:

Example: http://gapines.org/opac/extras/browse/atom/item-age/ARL-BOG/1/10

Note the following:

• ARL-BOG should be the short name of the org unit you’re interested in

• 1 is the page (since you are browsing through pages of results)

• 10 is the number of results to return per page

Modifying the atom portion of the URL to atom-full will include catalog links in the results:

Example: http://gapines.org/opac/extras/browse/atom-full/item-age/ARL-BOG/1/10

Modifying the atom portion of the URL to html-full will produce an HTML page that is minimally formatted:

Example: http://gapines.org/opac/extras/browse/html-full/item-age/ARL-BOG/1/10
Additional Filters

If you’d like to limit to a particular status, you can append `?status=0` where 0 is the ID number of the status you’d like to limit to. If a number of statuses, you can append multiple status parameters (for example, `?status=0&status=1` will limit to items with a status of either 0 or 1).

Limiting to status is a good way to weed out on-order items from your feeds.

You can also limit by item location (`?copyLocation=227` where 227 is the ID of your item location).
Part IV. Using UnAPI
Chapter 7. URL format

Evergreen’s unAPI support includes access to many record types. For example, the following URL would fetch bib 267 in MODS32 along with holdings and record attribute information:

```
https://example.org/opac/extras/unapi?
id=tag::U2@bre/267{holdings_xml,acn,acp,mra}&format=mods32
```

To access the new unAPI features, the unAPI ID should have the following form:

- `tag::U2@`
- followed by class name, which may be
  - `bre` (bibs)
  - `biblio_record_entry_feed` (multiple bibs)
  - `acl` (shelving locations)
  - `acn` (call numbers)
  - `acnp` (call number prefixes)
  - `acns` (call number suffixes)
  - `acp` (items)
  - `acpn` (item notes)
  - `aou` (org units)
  - `ascecm` (item stat cat entries)
  - `auri` (located URIs)
  - `bmp` (monographic parts)
  - `cbs` (bib sources)
  - `ccs` (item statuses)
  - `circ` (loan checkout and due dates)
  - `holdings_xml` (holdings)
  - `mmr` (metarecords)
  - `mmr_holdings_xml` (metarecords with holdings)
  - `mmr_mra` (metarecords with record attributes)
  - `mra` (record attributes)
• **sbum** (serial basic summaries)
• **sdist** (serial distributions)
• **siss** (serial issues)
• **sisum** (serial index summaries)
• **sitem** (serial items)
• **sssum** (serial supplement summaries)
• **sstr** (serial streams)
• **ssub** (serial subscriptions)
• **sunit** (serial units)

• followed by /

• followed by a record identifier (or in the case of the **biblio_record_entry_feed** class, multiple IDs separated by commas)

• followed, optionally, by limit and offset in square brackets

• followed, optionally, by a comma-separated list of "includes" enclosed in curly brackets. The list of includes is the same as the list of classes with the following addition:
  
  • **bre.extern** (information from the non-MARC parts of a bib record)

• followed, optionally, by / and org unit; "-" signifies the top of the org unit tree

• followed, optionally, by / and org unit depth

• followed, optionally, by / and a path. If the path is **barcode** and the class is **acp**, the record ID is taken to be an item barcode rather than an item ID; for example, in **tag::U2@acp/ACQ140{acn,bre,mra}/-/0/barcode**, **ACQ140** is meant to be an item barcode.

• followed, optionally, by **&format=** and the format in which the record should be retrieved. If this part is omitted, the list of available formats will be retrieved.
Part V. Using Opensearch as a developer
Table of Contents

8. Introduction ........................................................................................................................................... 28
Chapter 8. Introduction

Evergreen responds to OpenSearch requests. This can be a good way to get search results delivered in a format that you prefer.

Throughout this section, replace `<hostname>` with the domain or subdomain of your Evergreen installation to try these examples on your own system.

Opensearch queries will be in the format http://<hostname>/opac/extras/opensearch/1.1/-/html-full?searchTerms=item_type(r)&searchClass=keyword&count=25

In this example,

- `html-full` is the format you would like. html-full is a good view for troubleshooting your query.
- `searchTerms` is a url-encoded search query. You can use limiters in the `limiter(value)` format. For example, you can use a query like `item_lang(spa)`
- `count` is the number of results per page. The default is 10, and the maximum is 25.

Other options include:

- `searchSort` and `searchSortDir`, which can be used to display the results in a different order (e.g. for an RSS feed).
Part VI. Phonelist.pm Module
# Table of Contents

9. Introduction ........................................................................................................................................... 31
10. Adding Parameters ............................................................................................................................... 33
11. Output .................................................................................................................................................. 34
12. Holds .................................................................................................................................................. 35
13. Overdues .............................................................................................................................................. 36
14. Skipping patrons with email notification of holds .................................................................................. 37
15. Using the ws ou parameter .................................................................................................................. 38
16. Automating the download ..................................................................................................................... 39
Chapter 9. Introduction

PhoneList.pm is a mod_perl module for Apache that works with Evergreen to generate callings lists for patron holds or overdues. It outputs a csv file that can be fed into an auto-dialer script to call patrons with little or no staff intervention. It is accessed and configured via a special URL and passing any parameters as a Query String on the URL. The parameters are listed in the table below.

Table 9.1. Parameters for the phonelist program:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>user</td>
<td>Your Evergreen login. Typically your library’s circ account. If you leave this off, you will be prompted to login.</td>
</tr>
<tr>
<td>passwd</td>
<td>The password for your Evergreen login. If you leave this off you will be prompted to login.</td>
</tr>
<tr>
<td>ws_ou</td>
<td>The ID of the system or branch you want to generate the list for (optional). If your account does not have the appropriate permissions for the location whose ID number you have entered, you will get an error.</td>
</tr>
<tr>
<td>skipemail</td>
<td>If present, skip patrons with email notification (optional).</td>
</tr>
<tr>
<td>addcount</td>
<td>Add a count of items on hold (optional). Only makes sense for holds.</td>
</tr>
<tr>
<td>overdue</td>
<td>Makes a list of patrons with overdues instead of holds. If an additional, numeric parameter is supplied, it will be used as the number of days overdue. If no such extra parameter is supplied, then the default of 14 days is used.</td>
</tr>
</tbody>
</table>

The URL is

https://your.evergreen-server.tld/phonelist

A couple of examples follow:

https://your.evergreen-server.tld/phonelist?
user=circuser&passwd=password&skipemail

The above example would sign in as user circuser with password of password and get a list of patrons with holds to call who do not have email notification turned on. It would run at whatever branch is normally associated with circuser.

https://your.evergreen-server.tld/phonelist?skipemail

The above example would do more or less the same, but you would be prompted by your browser for the user name and password.
If your browser or download script support it, you may also use conventional HTTP authentication parameters.

https://user:password@your.evergreen-server.tld/phonelist?overdue&ws_ou=2

The above logs in as **user** with **password** and runs overdues for location ID 2.

The following sections provide more information on getting what you want in your output.
Chapter 10. Adding Parameters

If you are not familiar with HTTP/URL query strings, the format is quite simple.

You add parameters to the end of the URL, the first parameter is separated from the URL page with a question mark (?) character. If the parameter is to be given an extra value, then that value follows the parameter name after an equals sign (=). Subsequent parameters are separated from the previous parameter by an ampersand (&).

Here is an example with 1 parameter that has no value:

https://your.evergreen-server.tld/phonelist?skipemail

An example of 1 argument with a value:

https://your.evergreen-server.tld/phonelist?overdue=21

An example of 2 arguments, 1 with a value and 1 without:

https://your.evergreen-server.tld/phonelist?overdue=21&skipemail

Any misspelled or parameters not listed in the table above will be ignored by the program.
Chapter 11. Output

On a successful run, the program will return a CSV file named phone.csv. Depending on your browser or settings you will alternately be prompted to open or save the file. Your browser may also automatically save the file in your Downloads or other designated folder. You should be able to open this CSV file in Excel, LibreOffice Base, any other spreadsheet program, or a text editor.

If you have made a mistake and have mistyped your user name or password, or if you supply a ws_ou parameter with an ID where your user name does not have permission to look up holds or overdue information, then you will get an error returned in your browser.

Should your browser appear to do absolutely nothing at all. This is normal. When there is no information for you to download, the server will return a 200 NO CONTENT message to your browser. Most browsers respond to this message by doing nothing at all. It is possible for there to be no information for you to retrieve if you added the skipemail option and all of your notices for that day were sent via email, or if you ran this in the morning and then again in the afternoon and there was no new information to gather.

The program does indicate that it has already looked at a particular hold or overdue and will skip it on later runs. This prevents duplicates to the same patron in the same run. It will, however, create a duplicate for the same patron if a different item is put on hold for that patron in between two runs.

The specific content of the CSV file will vary if you are looking at holds or overdues. The specific contents are described in the appropriate sections below.
Chapter 12. Holds

The **phonelist** program will return a list of patrons with items on hold by default, so long as you do not use the **overdue** parameter. You may optionally get a number of items that patron currently has on hold by adding the **addcount** parameter.

As always, you can add the skipemail parameter to skip patrons with email notifications of their overdues, see [Skipping patrons with email notification of holds](#) as described below.

Table 12.1. Columns in the holds CSV file:

<table>
<thead>
<tr>
<th>Name</th>
<th>Patron’s name first and last.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Patron’s phone number.</td>
</tr>
<tr>
<td>Barcode</td>
<td>Patron’s barcode.</td>
</tr>
<tr>
<td>Count</td>
<td>Number of items on hold, if <strong>addcount</strong> parameter is used, otherwise this column is not present in the file.</td>
</tr>
</tbody>
</table>
Chapter 13. Overdues

If you add the `overdue` parameter, you can get a list of patrons with overdue items instead of a list of patrons with items on the hold shelf. By default, this will give you a list of patrons with items that are 14 days overdue. If you’d like to specify a different number of days you can add the number after the parameter with an equals sign:

https://your.evergreen-server.tld/phonelist?overdue=21&ws_ou=2

The above will retrieve a list of patrons who have items that are 21 days overdue at the location with ID of 2.

The number of days is an exact lookup. This means that the program will look only at patrons who have items exactly 14 days or exactly the number of days specified overdue. It does not pull up any that are less than or greater than the number of days specified.

As always, you can add the `skipemail` parameter to skip patrons with email notifications of their overdues, see Skipping patrons with email notification of holds as described below.

Table 13.1. Columns in the overdues CSV file:

<table>
<thead>
<tr>
<th>Name</th>
<th>Patron’s name first and last.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Patron’s phone number.</td>
</tr>
<tr>
<td>Barcode</td>
<td>Patron’s barcode.</td>
</tr>
<tr>
<td>Titles</td>
<td>A colon-separated list of titles that the patron has overdue.</td>
</tr>
</tbody>
</table>
Chapter 14. Skipping patrons with email notification of holds

Skipping patrons who have email notification for their holds or overdues is very simple. You just need to add the `skipemail` parameter on the URL query string. Doing so will produce the list without the patrons who have email notification for overdues, or for all of their holds. Please note that if a patron has multiple holds available, and even one of these holds requests a phone-only notification, then that patron will still show on the list. For this option to exclude a patron from the holds list, the patron must request email notification on all of their current holds. In practice, we find that this is usually the case.
Chapter 15. Using the ws_ou parameter

Generally, you will not need to use the ws_ou parameter when using the phonelist program. The phonelist will look up the branch where your login account works and use that location when generating the list. However, if you are part of a multi-branch systems in a consortium, then the ws_ou parameter will be of interest to you. You can use it to specify which branch, or the whole system, you wish to search when running the program.
Chapter 16. Automating the download

If you’d like to automate the download of these files, you should be able to do so using any HTTP programming toolkit. Your client must accept cookies and follow any redirects in order to function.
Part VII. Adding an Evergreen search form to a web page
Chapter 17. Introduction

To enable users to quickly search your Evergreen catalog, you can add a simple search form to any HTML page. The following code demonstrates how to create a quick search box suitable for the header of your web site:
Chapter 18. Simple search form

<form action="http://example.com/eg/opac/results" method="get" accept-charset="UTF-8">  <!-- 1 -->
    <input type="search" alt="Catalog Search" maxlength="200"
        size="20" name="query"
        placeholder="Search catalog for..." />  <!-- 2 -->
    <input type="hidden" name="qtype" value="keyword" />  <!-- 3 -->
    <input type="hidden" name="locg" value="4" />  <!-- 4 -->
    <input type="submit" name="Search" value="Search" />
</form>

Replace 'example.com' with the hostname for your catalog. To link to the Kid's OPAC instead of the TPAC, replace 'opac' with 'kpac'.

Replace 'keyword' with 'title', 'author', 'subject', or 'series' if you want to provide more specific searches. You can even specify 'identifier|isbn' for an ISBN search.

Replace '4' with the ID number of the organizational unit at which you wish to anchor your search. This is the value of the 'locg' parameter in your normal search.
Chapter 19. Advanced search form

<form role="search" id="searchForm" method="get" class="searchform" action="http://your_catalog/eg/opac/results" accept-charset="UTF-8">
   <label id="searchLabel" for="search">Search the Catalog: </label>
   <input type="search" value="" name="query" id="search" size="30">
   <label id="search_qtype_label">Type:</label>
   <select name="qtype" id="qtype">
      <option value='keyword' selected="selected">Keyword</option>
      <option value='title'>Title</option>
      <option value='jtitle'>Journal Title</option>
      <option value='author'>Author</option>
      <option value='subject'>Subject</option>
      <option value='series'>Series</option>
   </select>
   <label id="search_qtype_label">Format: </label>
   <select id='item_type_selector' name='fi:item_type'>
      <option value=''>All Formats</option>
      <option value='a'>Books and Journals</option>
      <option value='i'>Nonmusical Sound Recording</option>
      <option value='j'>Musical Sound Recording</option>
      <option value='g'>Video</option>
   </select>
   <label id="search_locg_label">Library: </label>
   <select aria-label='Select search library' name='locg'>
      <option value='1' class="org_unit">All Libraries</option>
      <option value='2' selected="selected" class="org_unit">Central Library</option>
      <option value='10'>Little Library</option>
   </select>
   <input class="searchbutton" type="submit" value="Search" />
</form>
Chapter 20. Encoding

For non English characters it is vital to set the attribute \texttt{accept-charset="UTF-8"} in the form tag (as in the examples above). If the parameter is not set, records with non English characters will not be retrieved.
Chapter 21. Setting the document type

You can set the document types to be searched using the attribute `option value=` in the form. For the value use MARC 21 code defining the type of record (i.e. Leader, position 06).

For example, for musical recordings you could use `<option value='j'>Musical Sound Recording</option>`
Chapter 22. Setting the library

Instead of searching the entire consortium, you can set the Library to be searched in using the attribute `option value=` in the form. For the value use Evergreen database.organization unit ID.
Part VIII. SIP Server
# Table of Contents

23. About the SIP Protocol ........................................................................................................... 50
24. Installing the SIP Server ......................................................................................................... 51
   Getting the code ..................................................................................................................... 51
   Configuring the Server .......................................................................................................... 51
      Setting the encoding ........................................................................................................... 51
      Datatypes ........................................................................................................................... 52
   Adding SIP Users ................................................................................................................. 52
   Running the server ................................................................................................................. 53
25. SIP Communication ................................................................................................................. 56
   01 Block Patron ..................................................................................................................... 57
   09/10 Checkin ......................................................................................................................... 58
   11/12 Checkout ....................................................................................................................... 59
   15/16 Hold ............................................................................................................................. 59
   17/18 Item Information ......................................................................................................... 59
   19/20 Item Status Update ..................................................................................................... 60
   23/24 Patron Status .............................................................................................................. 60
   25/26 Patron Enable ............................................................................................................. 60
   29/30 Renew ......................................................................................................................... 60
   35/36 End Session .................................................................................................................. 60
   37/38 Fee Paid ....................................................................................................................... 61
   63/64 Patron Information ...................................................................................................... 61
   65/66 Renew All ..................................................................................................................... 61
   93/94 Login ........................................................................................................................... 61
   97/96 Resend .......................................................................................................................... 62
   99/98 SC and ACS Status ..................................................................................................... 62
      Fields .................................................................................................................................... 62
26. Patron privacy and the SIP protocol ....................................................................................... 63
   SIP server configuration ....................................................................................................... 63
   SSH tunnels on SIP clients .................................................................................................... 63
Chapter 23. About the SIP Protocol

SIP, standing for **Standard Interchange Protocol**, was developed by the **3M corporation** to be a common protocol for data transfer between ILS' (referred to in SIP as an ACS, or Automated Circulation System) and a third party device. Originally, the protocol was developed for use with 3M SelfCheck (often abbreviated SC, not to be confused with Staff Client) systems, but has since expanded to other companies and devices. It is now common to find SIP in use in several other vendors' SelfCheck systems, as well as other non-SelfCheck devices. Some examples include:

- Patron Authentication (computer access, subscription databases)
- Automated Material Handling (AMH)
- The automated sorting of items, often to bins or book carts, based on shelving location or other programmable criteria
Chapter 24. Installing the SIP Server

This is a rough intro to installing the SIP server for Evergreen.

Getting the code

Current SIP server code lives at in the Evergreen git repository:

cd /opt
git clone git://git.evergreen-ils.org/SIPServer.git SIPServer

Configuring the Server

1. Type the following commands from the command prompt:

   $ sudo su opensrf
   $ cd /openils/conf
   $ cp oils_sip.xml.example oils_sip.xml

2. Edit oils_sip.xml. Change the commented out <server-params> section to this:

   <server-params
     min_spare_servers='1'
     max_spare_servers='2'
     min_servers='3'
     max_servers='25'
   />

3. max_servers will directly correspond to the number of allowed SIP clients. Set the number accordingly, but bear in mind that too many connections can exhaust memory. On a 4G RAM/4 CPU server (that is also running evergreen), it is not recommended to exceed 100 SIP client connections.

Setting the encoding

SIPServer looks for the encoding in the following places:

1. An encoding attribute on the account element for the currently active SIP account.

2. The encoding element that is a child of the institution element of the currently active SIP account.

3. The encoding element that is a child of the implementation_config element that is itself a child of the institution element of the currently active SIP account.

4. If none of the above exist, then the default encoding (ASCII) is used.

Option 3 is a legacy option. It is recommended that you alter your configuration to move this element out of the implementation_config element and into its parent institution element.
Ideally, SIPServer should not look into the implementation config, and this check may be removed at some time in the future.

**Datatypes**

The `msg64_hold_datatype` setting is similar to `msg64_summary_datatype`, but affects holds instead of circulations. When set to `barcode`, holds information will be delivered as a set of copy barcodes instead of title strings for patron info requests. With barcodes, SIP clients can both find the title strings for display (via item info requests) and make subsequent hold-related action requests, like holds cancellation.

**Adding SIP Users**

1. Type the following commands from the command prompt:

   ```
   $ sudo su opensrf
   $ cd /openils/conf
   ```

2. In the `<accounts>` section, add SIP client login information. Make sure that all `<logins>` use the same institution attribute, and make sure the institution is listed in `<institutions>`. All attributes in the `<login>` section will be used by the SIP client.

3. In Evergreen, create a new profile group called SIP. This group should be a sub-group of Users (not Staff or Patrons). Set Editing Permission as `group_application.user.sip_client` and give the group the following permissions:

   ```
   COPY_CHECKIN
   COPY_CHECKOUT
   CREATE_PAYMENT
   RENEW_CIRC
   VIEW_CIRCULATIONS
   VIEW_COPY_CHECKOUT_HISTORY
   VIEW_PERMIT_CHECKOUT
   VIEW_USER
   VIEW_USER_FINES_SUMMARY
   VIEW_USER_TRANSACTIONS
   ```

   OR use SQL like:

   ```
   INSERT INTO permission.grp_tree (name, parent, description, application_perm)
   VALUES ('SIP', 1, 'SIP2 Client Systems', 'group_application.user.sip_client');
   ```

   ```
   INSERT INTO permission.grp_perm_map (grp, perm, depth, grantable)
   SELECT g.id, p.id, 0, FALSE
   FROM permission.grp_tree g,
       permission.perm_list p
   WHERE g.name = 'SIP' AND
     p.code IN ( 'COPY_CHECKIN',
                 'COPY_CHECKOUT',
                 'RENEW_CIRC',
                 'VIEW_CIRCULATIONS',
                 ... );
   ```
Verify:

```sql
SELECT *
FROM permission.grp_perm_map pgpm
INNER JOIN permission.perm_list ppl ON pgpm.perm = ppl.id
INNER JOIN permission.grp_tree pgt ON pgt.id = pgpm.grp
WHERE pgt.name = 'SIP';
```

4. For each account created in the `<login>` section of oils_sip.xml, create a user (via the staff client user editor) that has the same username and password and put that user into the SIP group.

---

The expiration date will affect the SIP users' connection so you might want to make a note of this somewhere.

### Running the server

To start the SIP server type the following commands from the command prompt:

```bash
$ sudo su opensrf
$ oils_ctl.sh -a [start|stop|restart]_sip
```

### Logging-SIP

#### Syslog

It is useful to log SIP requests to a separate file especially during initial setup by modifying your syslog config file.

1. Edit syslog.conf.
   ```bash
   $ sudo vi /etc/syslog.conf  # maybe /etc/rsyslog.conf
   ```

2. Add this:
   ```
   local6.*                -/var/log/SIP_evergreen.log
   ```

3. Syslog expects the logfile to exist so create the file.
   ```bash
   $ sudo touch /var/log/SIP_evergreen.log
   ```

4. Restart sysklogd.
$ sudo /etc/init.d/sysklogd restart

Syslog-NG

1. Edit logging config.
   
   sudo vi /etc/syslog-ng/syslog-ng.conf

2. Add:
   
   # +SIP2+ for Evergreen
   filter  f_eg_sip { level(warn, err, crit) and facility(local6); };
   destination eg_sip { file("var/log/SIP_evergreen.log"); };
   log { source(s_all); filter(f_eg_sip); destination(eg_sip); };

3. Syslog-ng expects the logfile to exist so create the file.
   
   $ sudo touch /var/log/SIP_evergreen.log

4. Restart syslog-ng
   
   $ sudo /etc/init.d/syslog-ng restart

Testing Your SIP Connection

• In the root directory of the SIPServer code:
   
   $ cd SIPServer/t

   • Edit SIPtest.pm, change the $instid, $server, $username, and $password variables. This will be enough to test connectivity. To run all tests, you’ll need to change all the variables in the Configuration section.

   $ PERL5LIB=../ perl 00sc_status.t

   This should produce something like:

   1..4
   ok 1 - Invalid username
   ok 2 - Invalid username
   ok 3 - login
   ok 4 - SC status

• Don’t be dismayed at Invalid Username. That’s just one of the many tests that are run.

More Testing

Once you have opened up either the SIP OR SIP2 ports to be accessible from outside you can do some testing via telnet. In the following tests:

• Replace $server with your server hostname (or localhost if you want to skip testing external access for now);
• Replace $username, $password, and $instid with the corresponding values in the <accounts> section of your SIP configuration file;

• Replace the $user_barcode and $user_password variables with the values for a valid user.

• Replace the $item_barcode variable with the values for a valid item.

1. Start by testing your ability to log into the SIP server:

   We are using 6001 here which is associated with SIP2 as per our configuration.

   $ telnet $server 6001
   Connected to $server.
   Escape character is '^]'.
   9300CN$username|CO$password|CP$instid

   If successful, the SIP server returns a 941 result. A result of 940, however, indicates an unsuccessful login attempt. Check the <accounts> section of your SIP configuration and try again.

2. Once you have logged in successfully, replace the variables in the following line and paste it into the telnet session:

   2300120080623    172148AO$instid|AA$user_barcode|AC$password|AD$user_password

   If successful, the SIP server returns the patron information for $user_barcode, similar to the following:

   24  Y           00120100113    170738AEFirstName MiddleName LastName|AA$user_barcode|BLY|CQY|BHUSD|BV0.00|AFOK|AO$instid|

   The response declares it is a valid patron BLY with a valid password CQY and shows the user’s $name.

3. To test the SIP server’s item information response, issue the following request:

   1700120080623    172148AO$instid|AB$item_barcode|AC$password

   If successful, the SIP server returns the item information for $item_barcode, similar to the following:

   1803020120160923    190132AB30007003601852|AJRégion de Kamouraska|CK001|AQOSUL|APOSUL|BHCAD |
   |BV0.00|BGOSUL|CSCA2 PQ NR46 73R

   The response declares it is a valid item, with the title, owning library, permanent and current locations, and call number.
Chapter 25. SIP Communication

SIP generally communicates over a TCP connection (either raw sockets or over telnet), but can also communicate via serial connections and other methods. In Evergreen, the most common deployment is a RAW socket connection on port 6001.

SIP communication consists of strings of messages, each message request and response begin with a 2-digit “command” - Requests usually being an odd number and responses usually increased by 1 to be an even number. The combination numbers for the request command and response is often referred to as a Message Pair (for example, a 23 command is a request for patron status, a 24 response is a patron status, and the message pair 23/24 is patron status message pair). The table in the next section shows the message pairs and a description of them.

For clarification, the “Request” is from the device (selfcheck or otherwise) to the ILS/ACS. The response is... the response to the request ;).

Within each request and response, a number of fields (either a fixed width or separated with a | [pipe symbol] and preceded with a 2-character field identifier) are used. The fields vary between message pairs.

<table>
<thead>
<tr>
<th>Pair</th>
<th>Name</th>
<th>Supported?</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Block Patron</td>
<td>Yes</td>
<td>01/Block Patron - ACS responds with 24 Patron Status Response</td>
</tr>
<tr>
<td>09-10</td>
<td>Checkin</td>
<td>Yes (with extensions)</td>
<td>09/10_Checkin</td>
</tr>
<tr>
<td>11-12</td>
<td>Checkout</td>
<td>Yes (no renewals)</td>
<td>11/12_Checkout</td>
</tr>
<tr>
<td>15-16</td>
<td>Hold</td>
<td>Partially supported</td>
<td>15/16_Hold</td>
</tr>
<tr>
<td>17-18</td>
<td>Item Information</td>
<td>Yes (no extensions)</td>
<td>17/18_Item_Information</td>
</tr>
<tr>
<td>19-20</td>
<td>Item Status Update</td>
<td>No</td>
<td>19/20_Item_Status_Update - Returns Patron Enable response, but doesn’t make any changes in EG</td>
</tr>
<tr>
<td>23-24</td>
<td>Patron Status</td>
<td>Yes</td>
<td>23/24_Patron_Status - 63/64 “Patron Information” preferred</td>
</tr>
<tr>
<td>25-26</td>
<td>Patron Enable</td>
<td>No</td>
<td>25/26_Patron_Enable - Used during system testing and validation</td>
</tr>
<tr>
<td>29-30</td>
<td>Renew</td>
<td>Yes</td>
<td>29/30_Renew</td>
</tr>
<tr>
<td>35-36</td>
<td>End Session</td>
<td>Yes</td>
<td>35/36_End_Session</td>
</tr>
<tr>
<td>37-38</td>
<td>Fee Paid</td>
<td>Yes</td>
<td>37/38_Fee_Paid</td>
</tr>
<tr>
<td>63-64</td>
<td>Patron Information</td>
<td>Yes (no extensions)</td>
<td>63/64_Patron_Information</td>
</tr>
<tr>
<td>65-66</td>
<td>Renew All</td>
<td>Yes</td>
<td>65/66_Renew_All</td>
</tr>
</tbody>
</table>
| 93-94  | Login              | Yes        | 93/94_Login - Must be first command to
01 Block Patron

A selfcheck will issue a Block Patron command if a patron leaves their card in a selfcheck machine or if the selfcheck detects tampering (such as attempts to disable multiple items during a single item checkout, multiple failed pin entries, etc).

In Evergreen, this command does the following:

• User alert message: CARD BLOCKED BY SELF-CHECK MACHINE (this is independent of the AL Blocked Card Message field).

• Card is marked inactive.

The request looks like:

01<card retained><date>[fields AO, AL, AA, AC]

Card Retained: A single character field of Y or N - tells the ACS whether the SC has retained the card (ex: left in the machine) or not.

Date: An 18 character field for the date/time when the block occurred.

Format: YYYYMMDDZZZZHHMMSS (ZZZZ being zone - 4 blanks when local time, “Z” (3 blanks and a Z) represents UTC(GMT/Zulu)

Fields: See Fields for more details.

The response is a 24 “Patron Status Response” with the following:

• Charge privileges denied

• Renewal privileges denied

• Recall privileges denied (hard-coded in every 24 or 64 response)

• hold privileges denied

• Screen Message 1 (AF): blocked

• Patron
09/10 Checkin

~The request looks like:

09<No block (Offline)><xact date><return date>[Fields AP,AO,AC,CH,BI]

No Block (Offline): A single character field of Y or N - Offline transactions are not currently supported so send N.

xact date: an 18 character field for the date/time when the checkin occurred. Format: YYYYMMDDZZZZHHMMSS (ZZZZ being zone - 4 blanks when local time, “Z” (3 blanks and a Z) represents UTC(GMT/Zulu)

Fields: See Fields for more details.

The response is a 10 “Checkin Response” with the following:

10<resensitize><magnetic media><alert><xact date>[Fields AO,AB,AJ,CL,AA,CK,CH,CS,CT,CV,DA,AF,AG]

Example (with a remote hold):

09N20100507 165937APCheckin Bin 5|AOBR1|AB1565921879|ACsip_01|

101YNY20100623 165731AOBR1|AB1565921879|AQBR1|AJPerl 5 desktop reference|CK001|CSQA76.73.P33V76 1996 |CTBR3|CY373827|DANicholas Richard Woodard|CV02|

Here you can see a hold alert for patron CY 373827, named DA Nicholas Richard Woodard, to be picked up at CT “BR3”. Since the transaction is happening at AO “BR1”, the alert type CV is 02 for hold at remote library. The possible values for CV are:

- 00: unknown
- 01: local hold
- 02: remote hold
- 03: ILL transfer (not used by EG)
- 04: transfer
- 99: other

The logic for Evergreen to determine whether the content is magnetic_media comes from or search_config_circ_modifier. The default is non-magnetic. The same is true for media_type (default 001). Evergreen does not populate the collection_code because it does not really have any, but it will provide the call_number where available.

Unlike the item_id (barcode), the title_id is actually a title string, unless the configuration forces the return of the bib ID.

Don’t be confused by the different branches that can show up in the same response line.
• AO is where the transaction took place,
• AQ is the “permanent location”, and
• CT is the destination location (i.e., pickup lib for a hold or target lib for a transfer).

11/12 Checkout

15/16 Hold

Evergreen supports the Hold message for the purpose of canceling holds. It does not currently support creating hold requests via SIP2.

17/18 Item Information

The request looks like:

17\langle xact_date\rangle[\text{fields: AO, AB, AC}]  

The request is very terse. AC is optional.

The following response structure is for SIP2. (Version 1 of the protocol had only 6 total fields.)

18\langle circulation_status\rangle\langle security_marker\rangle\langle fee_type\rangle\langle xact_date\rangle  
[\text{fields: CF, AH, CJ, CM, AB, AJ, BG, BH, BK, CK, AQ, AP, CH, AF, AG, }\text{+CT, +CS}]  

Example:

1720060110 215612A0BR1|ABno_such_barcode|
180101020100609 162510ABno_such_barcode|AJ|
1720060110 215612A0BR1|AB1565921879|
1810020120100623 171415AB1565921879|AJPerl 5 desktop reference|CK001|AOBR1|APBR1|BGBR1  
|CTBR3|CSQA76.73.P33V76 1996|

The first case is with a bogus barcode. The latter shows an item with a circulation_status of 10 for in transit between libraries. The known values of \textit{circulation_status} are enumerated in the spec.

EXTENSIONS: The CT field for destination location and CS call number are used by Automated Material Handling systems.
19/20 Item Status Update

23/24 Patron Status

Example:

2300120060101    084235AOUWOLS|AAbad_barcode|ACsip_01|ADbad_password|
24YYYY          00120100507    013934AE|AAbad_barcode|BLN|AOUWOLS|
2300120060101    084235AOCONS|AA999999|ACsip_01|ADbad_password|
24  Y           00120100507    022318AEDoug Fiander|AA999999|BLY|CQN|BHUSD|BV0.00|AFOK|AOCONS|
2300120060101    084235AOCONS|AA999999|ACsip_01|ADuserpassword|LY|CQN|BHUSD|BV0.00|AFOK|AOCONS|
24  Y           00120100507    022803AEDoug Fiander|AA999999|BLY|CQY|BHUSD|BV0.00|AFOK|AOCONS|

1. The BL field (SIP2, optional) is valid patron, so the N value means bad_barcode doesn’t match a patron, the Y value means 999999 does.

2. The CQ field (SIP2, optional) is valid password, so the N value means bad_password doesn’t match 999999’s password, the Y means userpassword does.

So if you were building the most basic SIP2 authentication client, you would check for |CQY| in the response to know the user’s barcode and password are correct (|CQY| implies |BLY|, since you cannot check the password unless the barcode exists). However, in practice, depending on the application, there are other factors to consider in authentication, like whether the user is blocked from checkout, owes excessive fines, reported their card lost, etc. These limitations are reflected in the 14-character patron status string immediately following the 24 code. See the field definitions in your copy of the spec.

25/26 Patron Enable

Not yet supported.

29/30 Renew

Evergreen supports the Renew message. Evergreen checks whether a penalty is specifically configured to block renewals before blocking any SIP renewal.

35/36 End Session

3520100505    115901A0BR1|AA999999|
The Y/N code immediately after the 36 indicates success/failure. Failure is not particularly meaningful or important in this context, and for evergreen it is hardcoded Y.

37/38 Fee Paid

Evergreen supports the Fee Paid message.

63/64 Patron Information

Attempting to retrieve patron info with a bad barcode:

Attempting to retrieve patron info with a good barcode (but bad patron password):

See 23/24 Patron Status for info on BL and CQ fields.

65/66 Renew All

Evergreen supports the Renew All message.

93/94 Login

Example:

941

941 means successful terminal login. 940 or getting dropped means failure.
When using a version of SIPServer that supports the feature, the Location (CP) field of the Login (93) message will be used as the workstation name if supplied. Blank or missing location fields will be ignored. This allows users or reports to determine which selfcheck performed a circulation.

97/96 Resend

99/98 SC and ACS Status

99<status code><max print width><protocol version>

All 3 fields are required:

• 0: SC is OK
• 1: SC is out of paper
• 2: SC shutting down
• status code - 1 character
• max print width - 3 characters - the integer number of characters the client can print
• protocol version - 4 characters - x.xx

98<on-line status><checkin ok><checkout ok><ACS renewal policy> <status update ok><offline ok><timeout period> <retries allowed><date/time sync><protocol version><institution id> <library name><supported messages><terminal location><screen message><print line>

Example:

9910302.00 98YYYYNN60000320100510 1717202.00AOCONS|BXYYYYYYYYYNNNYN|

The Supported Messages field BX appears only in SIP2, and specifies whether 16 different SIP commands are supported by the ACS or not.

Fields

All fixed-length fields in a communication will appear before the first variable-length field. This allows for simple parsing. Variable-length fields are by definition delimited, though there will not necessarily be an initial delimiter between the last fixed-length field and the first variable-length one. It would be unnecessary, since you should know the exact position where that field begins already.
Chapter 26. Patron privacy and the SIP protocol

SIP traffic includes a lot of patron information, and is not encrypted by default. It is strongly recommended that you encrypt any SIP traffic.

SIP server configuration

On the SIP server, use `iptables` or `etc/hosts` to allow SSH connections on port 22 from the SIP client machine. You will probably want to have very restrictive rules on which IP addresses can connect to this server.

SSH tunnels on SIP clients

SSH tunnels are a good fit for use cases like self-check machines, because it is relatively easy to automatically open the connection. Using a VPN is another option, but many VPN clients require manual steps to open the VPN connection.

1. If the SIP client will be on a Windows machine, install cygwin on the SIP client.
2. On the SIP client, use `ssh-keygen` to generate an SSH key.
3. Add the public key to `/home/my_sip_user/.ssh/authorized_keys` on your SIP server to enable logins without using the UNIX password.
4. Configure an SSH tunnel to open before every connection. You can do this in several ways:
   a. If the SIP client software allows you to run an arbitrary command before each SIP connection, use something like this:
      
      ```bash
      ssh -f -L 6001:localhost:6001 my_sip_user@my_sip_server.com sleep 10
      ```
   b. If you feel confident that the connection won’t get interrupted, you can have something like this run at startup:
      
      ```bash
      ssh -f -N -L 6001:localhost:6001 my_sip_user@my_sip_server.com
      ```
   c. If you want to constantly poll to make sure that the connection is still running, you can do something like this as a cron job or scheduled task on the SIP client machine:
      
      ```bash
      #!/bin/bash
      instances=`/bin/ps -ef | /bin/grep ssh | /bin/grep -v grep | /bin/wc -l`
      if [ $instances -eq 0 ]; then
         echo "Restarting ssh tunnel"
         /usr/bin/ssh -L 6001:localhost:6001 my_sip_user@my_sip_server.com -f -N
      fi
      ```
Appendix A. Attributions

Copyright © 2009-2018 Evergreen DIG
Copyright © 2007-2018 Equinox
Copyright © 2007-2018 Dan Scott
Copyright © 2009-2018 BC Libraries Cooperative (SITKA)
Copyright © 2008-2018 King County Library System
Copyright © 2009-2018 Pioneer Library System
Copyright © 2009-2018 PALS
Copyright © 2009-2018 Georgia Public Library Service
Copyright © 2008-2018 Project Conifer
Copyright © 2009-2018 Bibliomation
Copyright © 2008-2018 Evergreen Indiana
Copyright © 2008-2018 SC LENDS
Copyright @ 2012-2018 CW MARS

DIG Contributors
• Hilary Caws-Elwitt, Susquehanna County Library
• Karen Collier, Kent County Public Library
• George Duimovich, NRCan Library
• Lynn Floyd, Indiana State Library
• Sally Fortin, Equinox Software
• Wolf Halton, Lyrasis
• Jennifer Pringle, SITKA
• June Rayner, eiNetwork
• Steve Sheppard
• Ben Shum, Bibliomation
• Roni Shwaish, eiNetwork
• Robert Soulliere, Mohawk College
• Remington Steed, Calvin College
• Jeanette Lundgren, CW MARS
• Tim Spindler, CW MARS
• Jane Sandberg, Linn-Benton Community College
• Lindsay Stratton, Pioneer Library System
• Yamil Suarez, Berklee College of Music
• Jenny Turner, PALS
Appendix B. Admonitions

• Note

• warning

• caution

• tip
Appendix C. Licensing

This work is licensed under a Creative Commons Attribution-ShareAlike 3.0 Unported License.
Index

A
Automated Circulation System, 50
Automated Material Handling, 50
Automated Material Handling (AMH), 59

C
configuration files
  oils_sip.xml, 51, 52

M
magnetic media, 58

O
oils_sip.xml, 51, 52

S
SelfCheck, 50, 57
SIP, 53, 54, 55
SIP Communication, 56
SIP Server
  SIP Communication, 56
syslog, 53
syslog-NG, 54