Booktracks ®

Frequently Asked Technical Questions

Which web browsers will work with Booktracks?
We support the most current versions of Microsoft Edge, Mozilla Firefox®, Apple® Safari®, and Google Chrome™.

What type of database does Booktracks use?
Booktracks uses PostgreSQL®, an advanced open source SQL database. For more information,
visit: http://postgresql.org.

Does Booktracks support a centralized or distributed database structure?
Booktracks supports both database structures. For districts that do centralized textbook ordering & processing and distribute their textbook to each building, our centralized Booktracks database configuration will meet your needs.

If you need the ability for each school to maintain their own set of textbook information, copies, and patron records, and do not wish to transfer items between buildings, our distributed Booktracks database configuration is for you.

Does Booktracks handle both numeric and alphanumeric identifiers?
Yes, Booktracks can handle both types of identifiers.

Will Booktracks run on a 64-bit Operating System?
Our Booktracks software and related programs will run on 64-bit versions of Windows 2008 or Windows 2012, and can also use the 32-bit mode. If you use Linux, we currently only support the 32-bit mode.

Can Booktracks and Atriuum exist on the same server?
Yes, depending on the size of your school district. Contact your Book Systems' Account Manager to discuss this option.

Will Atriuum support or run on an all Mac® network?
Atriuum must be installed on a PC-based server, which can run on an all Mac network. Any computer running a supported web browser can access Atriuum.

Can Booktracks be accessed through a firewall?
Yes, Booktracks can be configured with a proxy server to limit and restrict firewall traffic, so only the proxying Web server can access Booktracks. By default, Booktracks uses port 80 for HTTP and HTTPS. For use of the Quick Cataloging feature, Booktracks uses a built-in Z39.50 client which typically uses port 210 or 7090 (Library of Congress).

Are there any additional ports that need to be open other than 80 and 443?
If you provide us with Remote Desktop Protocol (RDP) access to your server, port 3389 or another port would need to be opened. With this access, Book Systems' Technical Support Specialists can install, update, and support the software for you. We will provide you with our IP address so that your server will only allow RDP connections from our network.

The Quick Cataloging feature requires the following TCP/IP ports opened for outbound access: 210, 2200, 2210, 4000, 7090, 8000, and 1080.

Note: If you have Atriuum and Booktracks, they will be hosted on different ports, normally 80 for Atriuum and 81 for Booktracks. Other ports can be used if needed; or, to avoid port-based hosting, you could setup a Domain Name System (DNS) for each application, and both could listen on port 80.

How many users can I have simultaneously accessing Booktracks?
There is no limit to the number of users and/or workstations.

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What is the recommended backup and disaster recovery methodology for the system?
Booktracks software automatically performs backups to the application server or other network path that you specify and is capable of email notifications and file rotation. These backups contain everything we would need to perform a recovery.

If you are using VMware, you can also make backups of the full servers, if needed. We also offer Booktracks Remote Backup Service (RBS), which allows the backups to sync to our server and ensure you have a backup offsite. RBS performs data integrity checks and virus scans on all uploads.

Is a Dedicated Server required?
We require the use of a dedicated or VM server that meets or exceeds the specifications provided for your library. The dedicated server should be used for Booktracks only, and should not be used for any other storage or application.

Do I have to provide direct access to our server?
No, but certain add-on modules may require RDP or other direct remote access due to complex and custom configurations. Providing Book Systems' technical support with RDP allows fast and direct access to your server for troubleshooting purposes and software update installation.

If you cannot provide RDP and do not use the add-on modules that require it, we may be able to use a web desktop-sharing session to perform the same functions; however, this process will be slower and is limited to sessions being created during our normal office hours.

Does Book Systems offer a hosting service for Booktracks?
Yes, Book Systems can host your Booktracks system through our Booktracks ASP option. Book Systems will host, maintain, and provide daily back-up service for your Booktracks system.

What is the benefit of an ASP hosted solution?
Booktracks ASP is environmentally controlled and maintained by Book Systems. You are given direct access to your Booktracks systems via the Internet. All server maintenance, backups, and upgrades are performed by Book Systems so your local IT staff can focus on other IT related tasks rather than maintaining a server for your library.

System Requirements
Client Workstations: Any workstation capable of running a current version of Microsoft Edge, Mozilla Firefox, Google Chrome, and Apple Safari web browser, and Adobe Acrobat Reader® or equivalent PDF reader. Optional hardware devices installed may require a local device driver.

Server OS: Debian Linux x64, Windows Server ® 2008, 2012, and 2016.

Graphics Resolution: 1024 x 768 or higher
Dedicated Server Required: Booktracks should not be installed on any new or existing server used to run other server-based/networked applications.

If you cannot meet the minimum requirements or cannot provide a dedicated server, you may be required to sign a waiver to release Book Systems, Inc. of all liability, including warranty and technical issues.

Custom Specifications:
For a free consultation, please contact us at (888) 289-1216.

See Atriuum/Booktracks Virtual and Non-Virtual Server Specifications Flyer for more information on System Requirements.