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## What to expect during a Voyager upgrade?

- **Product:** Voyager
  - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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### Question

What are the typical steps that occur for upgrade when Voyager upgrade is done by Ex Libris?

### Answer

#### 10 business days prior to upgrade start

Engineer connects to server, runs pre-checks. Customer is contacted if issues are encountered.

#### Day of upgrade

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##### Note

The time needed to perform an upgrade depends on the size of the database(s), the hardware, and other variables. Typically only one day is needed.

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##### Note

Start time may vary depending on which different time zone work is initiated from. Verify with your engineer prior to the start of work.

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1. Please remember that for *locally hosted servers*, the customer must [confirm the existence of a good full, cold, verified backup](#) prior to the engineer starting the upgrade (Ex Libris hosted sites need not worry about this requirement).
2. Before beginning on the day of the upgrade, the Ex Libris engineer contacts the customer to confirm they are ready for the upgrade. Confirmation from the customer is required.
3. Once confirmation is received, customer can begin [updating clients on staff machines](#).
4. At the start of the first day of the upgrade (most upgrades only take one day), Ex Libris engineer connects to target server and downloads latest version of VIK.
  - Voyager is unavailable once the upgrade begins.
  - Time of the start depends on which Ex Libris office the upgrade is being performed from. Upgrade starts at beginning of that office's day on the scheduled date.
5. Third party software (apache, tomcat, perl, etc) is installed/upgraded.
6. Oracle is installed/upgraded.
7. Voyager software is upgraded.
8. A full index regen is started on server and may take a few hours.

9. After regens are complete, post-install steps and test queries are run.
10. Any errors returned by test queries are resolved.
11. Customer is notified and can begin testing after successful test queries by engineer.
12. Customer can also at this time [relink their Prepackaged Access Reports](#).

## Additional Information

See: [Resources and FAQs for Voyager Upgrades](#)

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