Downloading, Installing, & Maintaining the Offline Client

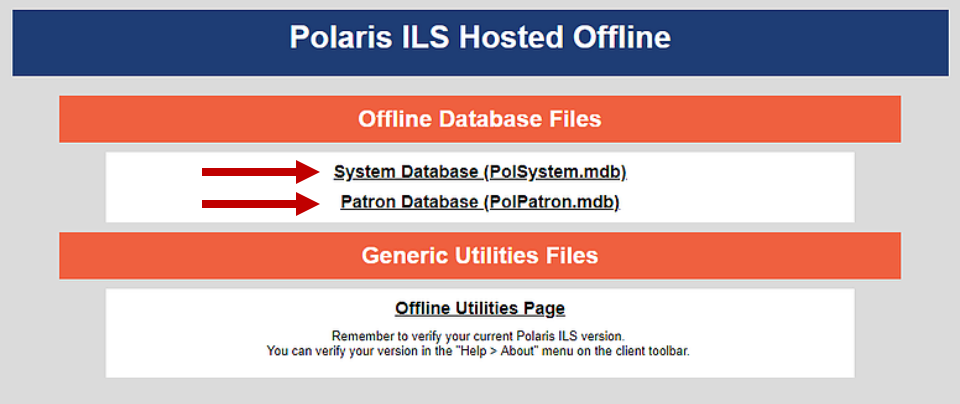
In the event of an internet or power outage, staff will be unable to log in to the terminal server to access Polaris. A local copy of the Polaris database needs to be installed on staff computers that will perform offline circulation. There are two steps to installing the offline client:

1. Downloading offline files
2. Downloading & Installing the offline client

Downloading Offline Files

First, staff need to download the offline mdb files. These files include both patron information and staff username/workstation information. To download the files, visit http://ccs.polarislibrary.com/offline/. Log in using **your Polaris username and password**. You may need to enter in your credentials more than once. You do not need to enter in the domain to log in.

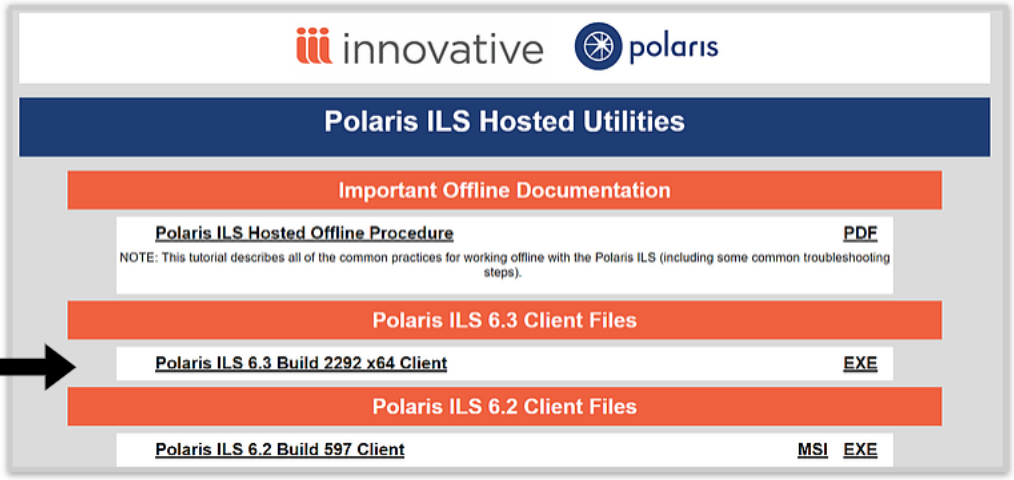
Once logged in, download both the System Database and Patron Database files to your computer, or to a flash drive if you will be installing the offline client on multiple computers. ***These files should be updated regularly.** Please see the FAQ at the bottom of the page.



Downloading Offline Client

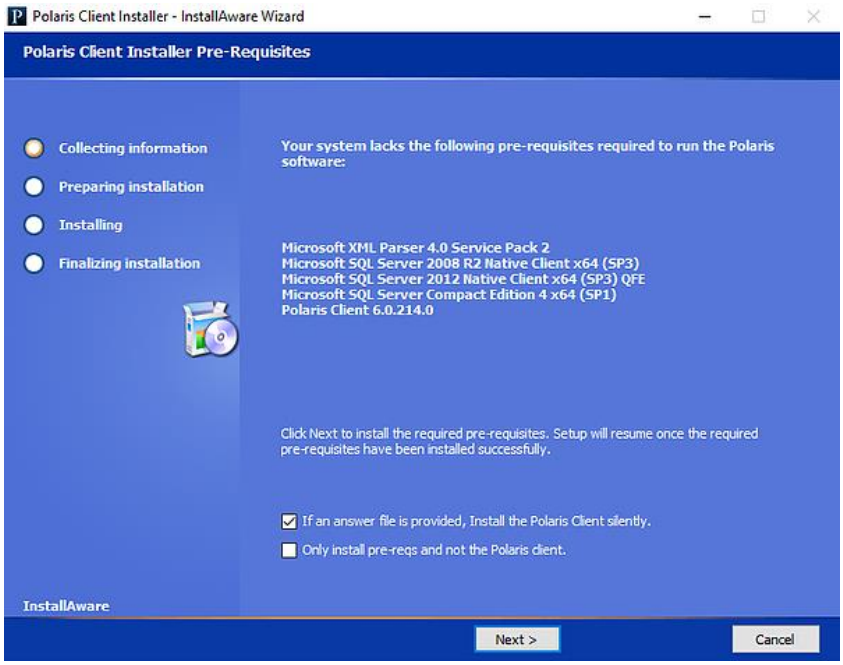
To download the 6.3 offline client, visit utilities.polarislibrary.com. The username and log in to access were sent to library leads via email in 2018. Contact CCS if you need login credentials. You may be asked to enter in the credentials more than once.

Once logged in, staff will see a list of installation files. Click on the 6.3 Polaris ILS client. You may be prompted to enter the login credentials again. The download should start automatically.

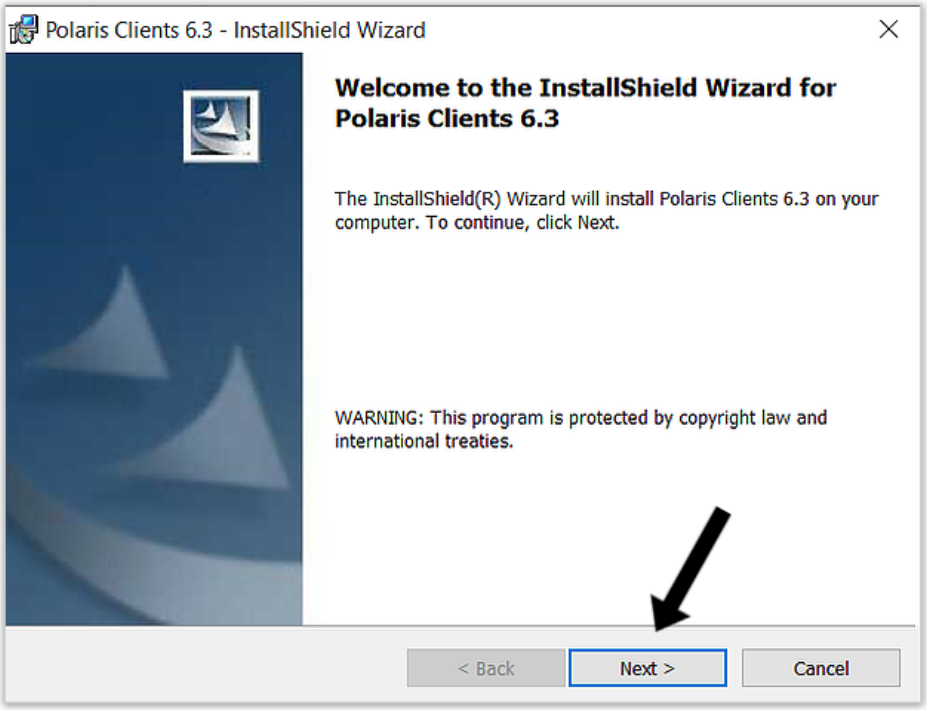


Once the file has completed downloading, open the file to begin the installation. You may receive a Windows security message. Please click through the message to continue with installation.

Click “Next” to install the necessary pre-requisites.
***Note:** Pre-requisites may vary depending on the library and computer.

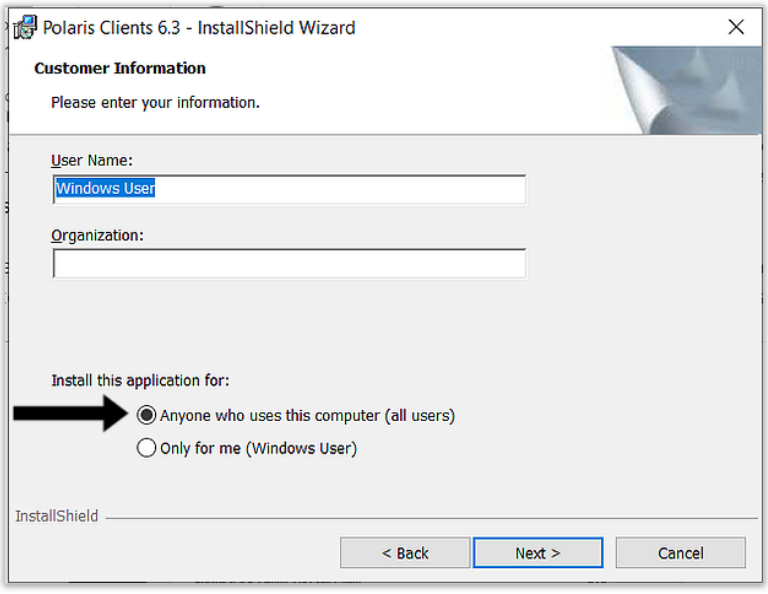


Once all prerequisites have installed, the Polaris installation client will open. Click Next.

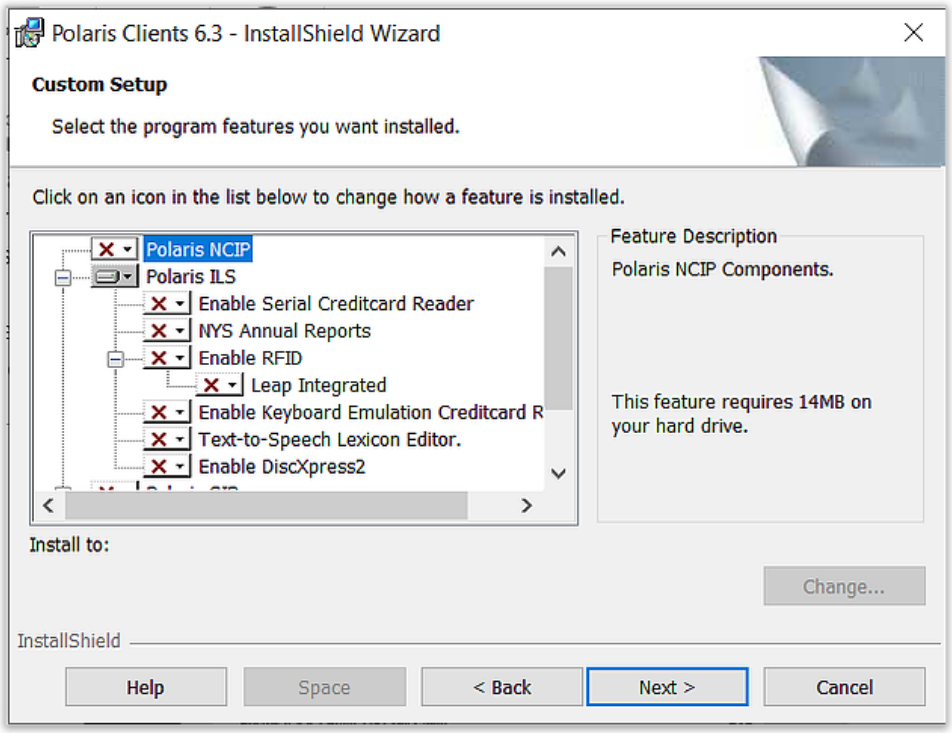


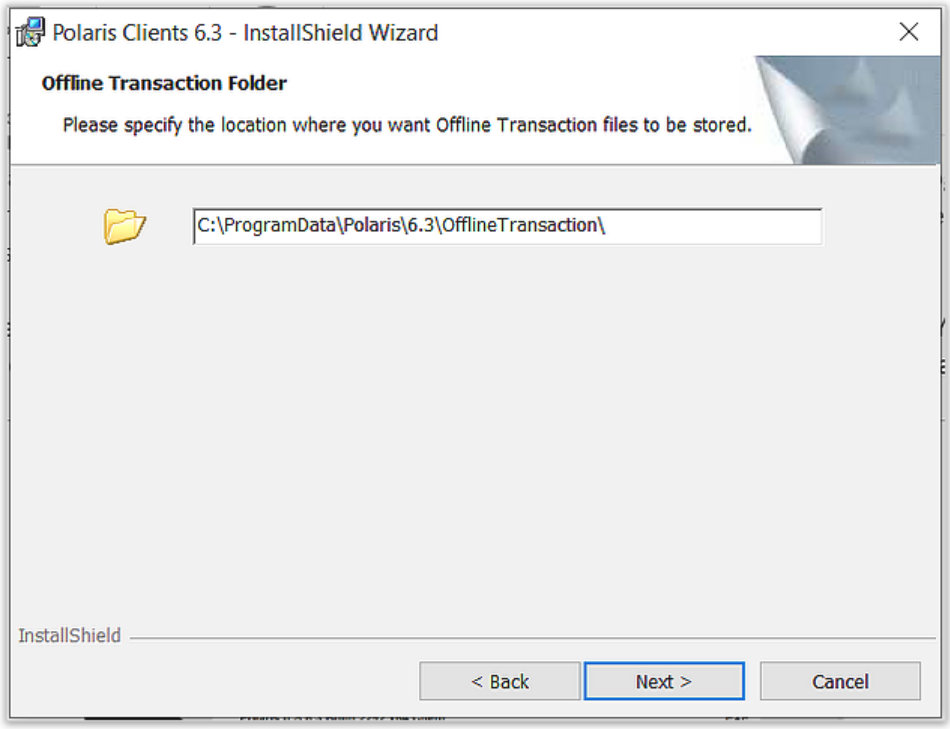
Accept the installation terms and click Next.

Continue through the installation, taking the defaults.
*Note: The username listed on your installation screen will be different. Select "Anyone who uses this computer (all users)."

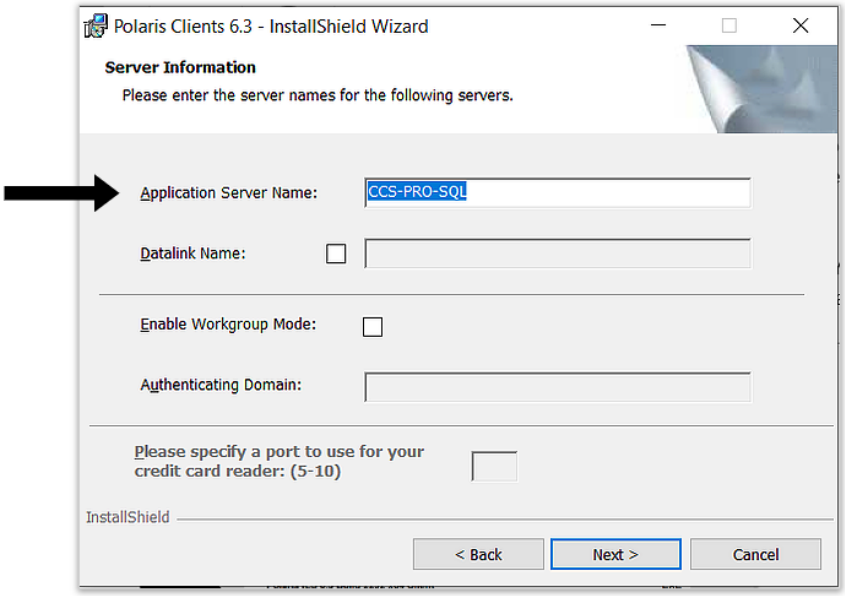


Continue to click Next.

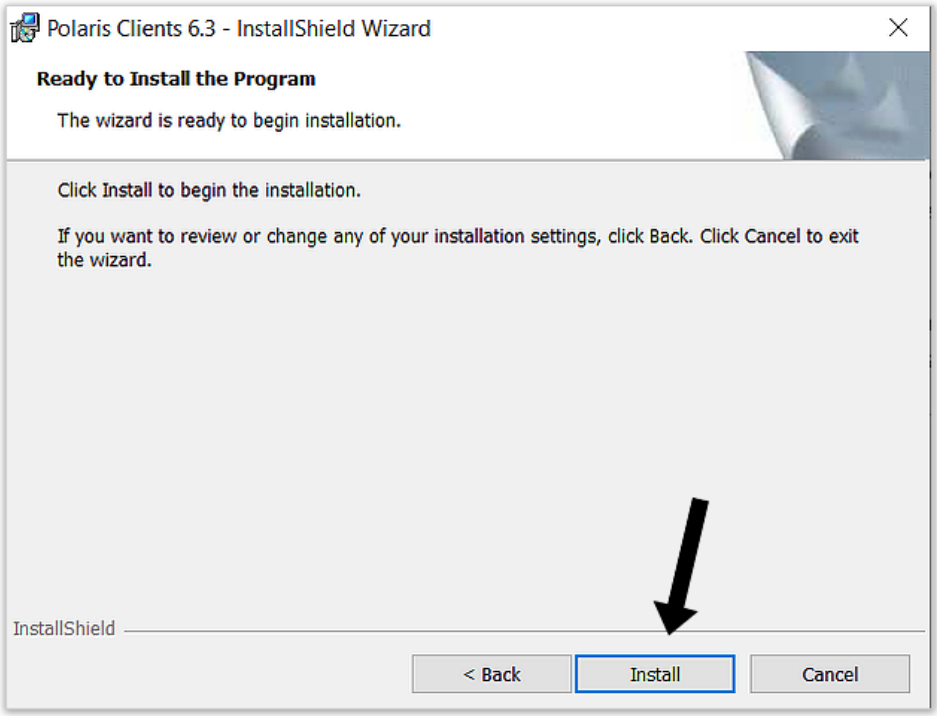




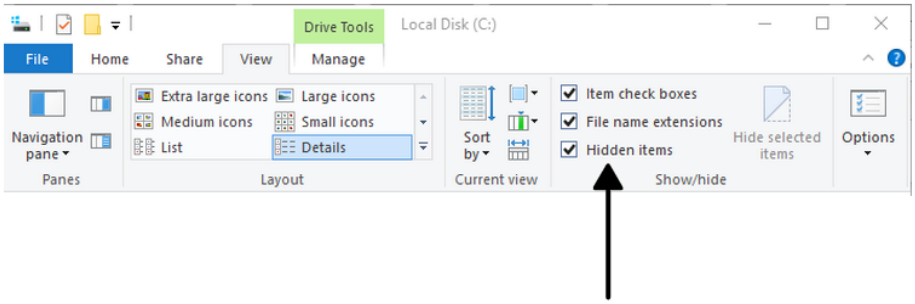
When asked to input “Application Server Name,” type in CCS-PRO-SQL.



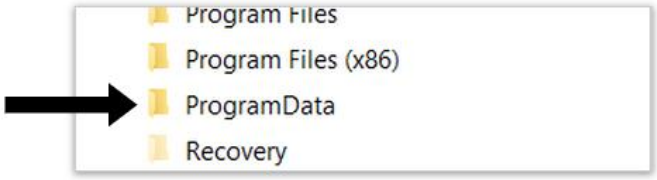
Click Install to complete the install.

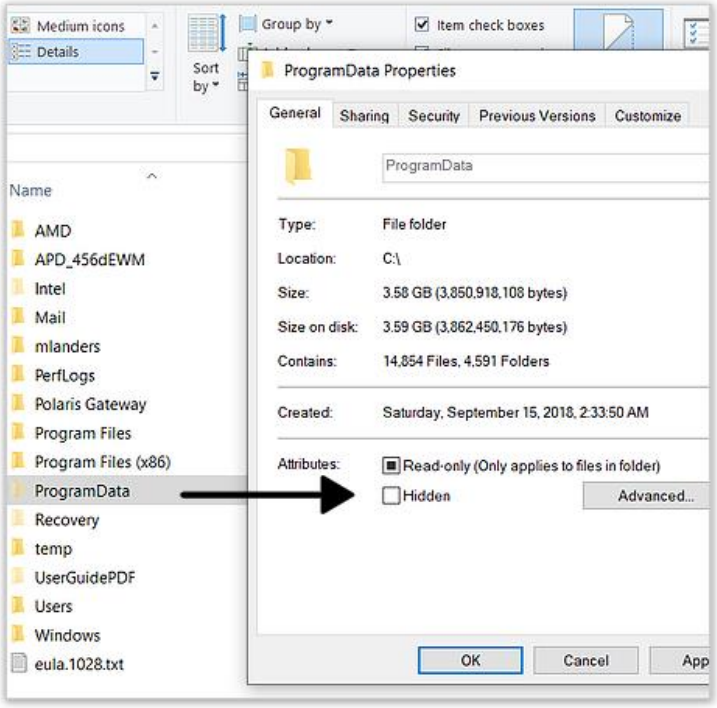


Once installation is complete, open up C:\. Open your file/folder options and choose the“View” tab. Click "Hidden Items” to view hidden folders and files.

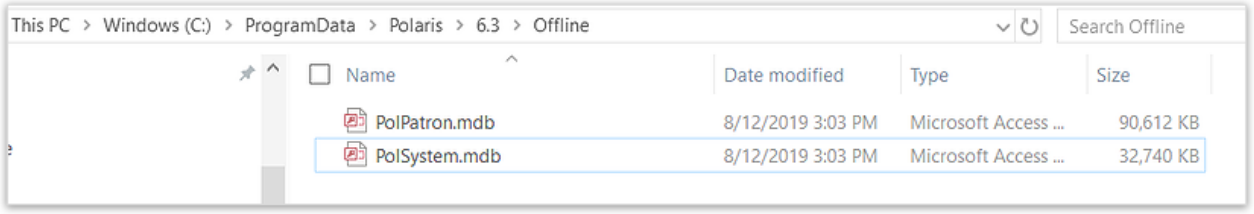


The ProgramData folder should appear. Right click the ProgramData folder and select Properties. Uncheck the "Hidden" box to make this folder visible from the Polaris terminal server.

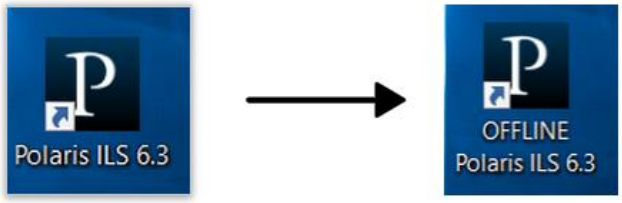




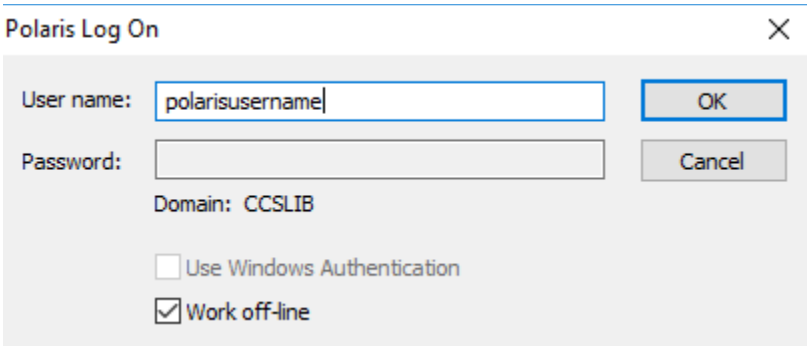
Navigate to C:\ProgramData\Polaris\6.3\Offline. Paste the 2 MDB files in this Offline directory



Next, clearly rename the Polaris ILS 6.3 icon on your desktop to indicate it is for offline only.



Double click the offline icon. Enter in your Polaris username; you do not need input your Polaris password. Check the offline box and click OK. You will now be in local offline!



If you get an error message, please make sure:

- The MDB files are copied/pasted in C:\ProgramData\Polaris\6.3\Offline
- Your Polaris login is typed correctly.

If you receive a workstation not registered error:

- Make sure that the offline MDB files were created after the workstation was registered. If you are trying to log in to offline on a newly created workstation, you may need to re-download the offline files. They are updated daily.

Frequently Asked Questions

- **How often do we recommend staff update the mdb files?**
    - MDB files should be updated monthly. The more often they are updated, the more up-to-date patron delinquency details will be. In addition, mdb files should be updated when:
        - Circulation workstation names are changed
        - Circulation staff usernames are changed or additional staff are added
- **What happens if you use out of date files?**
    - Staff whose usernames were created after the existing MDB file was generated will not be able to log in.
    - Staff will not be able to log in on workstations that were created after the existing MDB file was generated
    - Patron delinquency details and blocks may not be up to date