Thank you for using our hosting service for your Atriuum or Booktracks software. We recently performed network changes on Saturday, September 12th 2020 that affected our server IP Addresses. If you are experiencing SIP2 connection issues after the maintenance occurred, please read the below to learn more about this change and find out what steps you need to take. Please contact our Technical Support Staff if you have problems or additional questions.

If your SIP2 settings are already set to use your ***.booksys.net** site as the host address, there should be no changes that need to be made. Only continue forward if you are having connection issues with SIP2 that started after the recent maintenance.

Some SIP2 vendors (Envisionware, LibData, Cybrarian, etc.) may still use IP Addresses to connect to your system and those have changed. You can check this by verifying your vendor settings and if they are using **208.67.57.214** as the host address to connect to your library system, that needs updated to **206.126.96.138**. None of the other connection info for your SIP2 connection has changed, only the IP Address for the host server.

Alternatively, you can contact your vendors that still use the IP Addresses and find out if their system will allow you to use the DNS (Name Based) method, which is supported by the base SIP2 client protocol and update your host address to your ***.booksys.net** address. This would help avoid the need for your SIP2 settings to be updated whenever the IP Address changes in the future. In the event you can update that, the host address would simply be your main Book System's URL.

Example URL: **https://example.booksys.net**

Same URL formatted as a SIP2 Host Address: **example.booksys.net**

There may be other settings you have to change in order to switch from IP Address to DNS Address connection settings. Please refer to the specific vendor in regard to the settings for their application.

We apologize for any inconveniences caused from the changes on our side. While we try to avoid changing IP Addresses where possible, unfortunately with some system upgrades it's unavoidable.