

Tech Advisory Council
Sept 15, 2004
Meeting Notes

Attendees: Rawdon Cheng (UHLS), Jonathan Koppel (UHLS), Joseph Thornton (UHLS), Marcia Middleton (APL), John Love (BETH), Laurie Louis (APL), Michael Sweeney (GUIL), Rob Carle (UHLS), Pat Sahr (NASS)

Zonealarm - A free version of Zonealarm was installed on the NASS circ computer few months ago. Pat Sahr reported that she did not see any pop up message or reminder from Zonealarm. She was not aware of any interference of any library operations. John Love said he installed it once on his home computer and he could not scandisk after that. A hidden service Zonealarm used caused interference with scandisk. After stopping the service and shutdown Zonealarm, he could scan disk again. It was asked if UHLS recommended Zonealarm to members, Rawdon said Zonealarm was installed to work with the emergency broadcast system to filter out unnecessary Windows messages popping up. Since there was a problem using net send command to Roadrunner libraries, Zonealarm would not be used.

Emergency broadcast (net send) update - Rawdon reported that he had successfully configure the cable router to open up the ports (UDP137/TCP139) and send messages to target computers; however, he found out the RR has blocked these two ports on the server level. There is no workaround to it. The group then discussed ICQ. Marcia suggests that the application should have the capability to chat over Internet. It would be ideal if users did not have to join the list every day. Joe Thorton said he used Groove in his previous job and he could look into it. (www.groove.net)

Michael Sweeney said the group should set up a goal to get this done rather than just keeping on checking out what was out there. It was agreed that the group would come up with a solid recommendation by the end of the year.

Remote Access to staff computers (VNC) -VNC had been installed at many library staff computers. It was used for tech support. If those PC had problems, UHLS staff could remote access to their computer to take a look of it. On top of password protection, VNC server can be set up to accept incoming connection by IP address. Also, there is a check box to enable a prompt to accept incoming connection. The installation file is available on the ftp server.

Horizon upgrade - It is scheduled on Oct 28 or Oct 29. UHLS will request libraries to send in the Horizon 7.3 CD. UHLS will add the upgrade files to it. Libraries can also get the update files on the ftp server: [ftp://ftp.uhls.org/Horizon7.3x/Client Updates/7.32](ftp://ftp.uhls.org/Horizon7.3x/Client%20Updates/7.32).

Hosting member libraries name resolution - TW Telecom will do domain name resolution for UHLS and its members for free. If your library has a domain name registered and want TW Telecom to host the DNS service, please contact UHLS support.

Backup options: the group discussed various backup methods for the library. Many libraries do not backup their staff workstations. For libraries that use Windows server, it can use roaming profile to store the user data to the server, and do one backup each day. Sensitive and confidential data is best to backup locally.

Internet bandwidth usage: The Internet usage had max out it inbound bandwidth. UHLS had sniffed its network traffic on Aug 23 capturing traffic going thru the firewall. Sniffer can only capture up to 40MB of data. In this case, it represents only 2 minutes of traffic. The data was sent to IPLogic for analysis. We found that the majority of the traffic was http (web browsing). The largest single user was from BETH, which was an access point for private laptops. It was

stressed that it was a quick sniff just to discover if any unexpected usage. The group felt that 2 minutes of data was not enough to represent true usage of the Internet. It was recommend to capture the data few more times.

New ideas: The group felt that it was nice to rotate meeting at different libraries. Each hosting library will show something new for the group. The next meeting will be at GUIL. It will demonstrate its 3M selfcheck system. APL will host November meeting.

Meeting date and time. In general, the Tech AC meeting will be on the second Thursday of the month at 9:30am. Meeting place will be announced at the prior meeting.

DeepFreeze: BETH is using DeepFreeze. John Love said there was not much configuration at all. The Professional version can unfreeze certain folders for virus definitions update or Windows update. GUIL just purchased the Enterprise edition.

Next meeting: 10-14 9:30 am at GUIL