

Tech Advisory Council
Jan 13, 2005
Meeting Notes

Present: Rawdon Cheng (UHLS, notes), Marcia Middleton (APL), John Love (BETH), Laurie Louis (APL), Michael Sweeney (GUIL), Joseph Thorton (UHLS), Debbie Shoup (EGRN), Joe Makowiec (BRUN)

Emergency Broadcast

Rawdon reported that XP Messenger does not always accept the net send messages which is used to broadcast emergency messages. On the other end, Windows 2000 workstations have no problem. He is concerned that some hosts will not receive the broadcast message. Mike Sweeney suggested checking if DHCP is causing this problem. He noticed that in his network, once wireless computers using dhcp connect to the access point, the XP firewall would be turned on. Rawdon has a concern that when new patches are released in the future, we had to go thru the same steps to fix the problem.

Mike suggested that UHLS should continue to pursue net send thru VPN. It would be a great learning experience.

Mike reported that Jabber has not replied to his inquiry. He will continue to pursue it. It was recommended to test it with UHLS in the near future.

Blocking access from library A to library B

Cisco Access Control List (ACL) was implemented at GUIL about 3 weeks ago. Since then, there is no complains from GUIL users. Rawdon will enable it on all router installed on T1/56k libraries.

Attendees has approved Rawdon's request to reserve a single IP address (delete for security purpose) that will be used by UHLS staff for troubleshooting in the future. This IP will be able to connect UHLS LAN.

Joe M. asked if there is any performance issue with ACL installed. Rawdon responded that the impact would be small.

Rawdon asked members about allowing a single IP or a range of IP to access the local router. Attendees had different opinions on what IP should be used. It was not necessary that all libraries should have the same IP range since it is implemented locally.

Purchase thru Techsoup.org

Other than software, eligible libraries could obtain hardware thru Techsoup; however, Marcia found out that Cisco does not provide hardware to libraries. Price at techsoup is so inexpensive that it can be a money saver. 10-user licenses pack of Norton 2005 is only \$34.50 and subscription renewal is \$1.50 each. Though it is strongly suggested libraries should read the fine print in the website. Each vendor has its own policy. Also, Techsoup allows three purchases in a two-year period. Libraries should use it wisely.

Joe has purchased software from Consistent Computer Bargain www.1computerbargains.com. It has very good price. Others bought software from CDWG.com

Other issues

Mail spam - some users complained that they got a lot of spam mail. It was asked what spam filter UHLS is using at this time. Joe T. said anti-spam filter should be installed on workstation level rather than on server level since UHLS could not determine what is spam. We should

distinct mass mailing versus spam. They will be handled differently. Mike said he knew a bank was using Symantec Brightmail with good success. It went to Symantec website and download the spam list. Another advantage of this product is it can be installed on the mail server rather than on a separate box. Marcia stressed that user education and identifying the right tools to block spam mail is the key to success. The group will discuss anti-SPAM tools at the next meeting.

ReportSmith - Mike had questions about macros in ReportSmith. He did a lot of reconstitute and layout formatting. Most of these could not be saved for future use. UHLS does not use macro and Rawdon would supply the reconst sql codes he needs.

Future meetings dates – they will be on the 2nd Wednesday of the month unless otherwise indicated.

Topics for future meetings

BASE analyzer

Group Policy in Windows server

ReportSmith training (not just the basics)

Sybase Training from Dynix

Training for techies

Next meeting: Feb 9th at BETH.Primary

Topic: spam filtering. John Love will demonstrate Virtual PC.