

**Tech Advisory Council**  
**March 9, 2005**  
**Meeting Notes**

Present: Michael Sweeney (GUIL, notes); Debbie Shoup(EGRN); Rawdon Cheng(UHLS); Rob Carle(UHLS); Marcia Middleton(APLM); Lorraine Smi(VOOR); Laurie Louis(APLM); Joe Makowiec(BRUN); John Love(BETH)

**Jabber:** Michael Sweeney will compile one of the free versions of the jabber server and client and have Rawdon try it out. A userid and password will be sent out later this month to try to see how the free version works, and if it can allow simultaneous connections from different locations with the same user id.

The commercial address for jabber software is <http://www.jabber.com>

The open source address for jabber software is <http://www.jabber.org>

**NetSend:** NetSend can be used with Terminal Services running on UHLS's server. Libraries located on the eastern side of the Hudson River appear to have unstable network connections with the horizon server at UHLS. The unstable network connections cause block processes to occur which result in a slow down of the Horizon system. Using Terminal services will help avoid the blocked processes problem. It will not resolve the unstable network connections.

UHLS currently does not know how practical the use/cost of Terminal Services is. Rensselaerville will be the first library to try out Terminal Services to test functionality.

Marcia Middleton proposed a solution of using groupware. Many groupware applications allow instant messaging, and calendar/schedule creation. This may be a more economical approach to buying a communication tool than to purchase a different application for each form of communication that UHLS needs to communicate with the libraries.

## **Firewalls:**

### **Software Based Firewalls**

- Zone Alarm:
  - Pros:
  - Cons:
    - Can't Scan disk. An error message is received when it is enabled. Rawdon mentioned that the same thing happens with Norton Antivirus running. The problem could be related to the process of scan disk and not Zone Alarm.
    - Sometimes it takes more of a right click to disable Zone Alarm to perform a computer related task. John Love mentioned that to fully disable Zone Alarm you must go into device manager and disable the process. The instructions are listed at the bottom of this report.

- Windows XP Firewall
  - Pros:
  - Cons:
    - Only blocks inbound traffic.
    - Turns back on after you do a windows update. Laurie Lewis found a Microsoft whitepaper that tells you how to disable this by applying a group policy. [[view whitepaper](#)]
    - Causes Conflicts with SAM.
- Macafee Security
  - Pros:
    - Comes Free with AOL

### **Hardware Firewalls**

Rawdon says that if your library chooses to implement a firewall then they need to communicate with UHLS to ensure that UHLS can obtain access to your network to help trouble shoot problems. They will also help with advisement on how to setup the firewall.

Joe Makowiec recommended a website that will scan the ports on your computer to see if they are open. The website also offers a port number lookup. The web address is <https://www.grc.com/x/ne.dll?bh0bkyd2> , if that does not work go to <http://www.grc.com/default.htm> and look for the ShieldsUP! Link.

## **Computer Image Protection**

### **System Restore**

Cons:

- Viruses get into the archives created by system restore.

### **DeepFreeze/Centurian Guard**

- We don't have enough information about Centurian Guard's new software CornerStone to decide which piece of software is better. John Love and Rawdon will try out the demo on Centurian's website and will report what they find at the next Tech Advisory council meeting.
- The questions that UHLS will ask to Centurian Tech are
  - Would Centurian Guard be willing to support individual libraries, rather than choosing one place to field all tech support questions from.
  - Will they provide competitive pricing to smaller quantities
- John Love stated that the smaller libraries may be able to get by with standard editions of deep freeze software and not enterprise or Professional editions.

- UHLS could utilize the network features of Deepfreeze to trouble shoot problems on computers that are running deep freeze enterprise or professional edition.

## **SpyWare**

### **Microsoft Antispyware**

Pros:

- It found a lot of artifacts that ad-aware and spybot failed to find

Cons:

- It has annoying information pop ups.
- Its currently in a beta version.

### **Adaware & Spybot**

- Joe Makowiec said that Adaware and Spybot Search and destroy should be run in safe mode to find all the problems occurring with spyware and adaware. Laurie Lewis agrees.

APLM is holding a Safe Surfing class March 30, 2005 from 2pm-3:30pm. It is a basic introduction to bad things on the web. Learn about spam, spyware, viruses and phishing and ways to protect your privacy and safety on the Internet. Sign up is required. Please visit the Main Library Reference Desk or call 427-4303 to register.

## **SPAM**

- APLM uses outlook and Spam Bayse
- GUIL uses outlook and Exchange Intelligent Messaging Filter.
- BETH uses thunderbird
  - It's free, so it has some quirks
  - Supports multiple accounts
  - It is setup as POP3
  - Migration of some user components such as rules and address books failed, but they could be recreated.

### **How To Successfully Scan Disk A Computer That Has Zone Alarm Installed**

1. Disable Zone Alarm in the system tray first.
2. Go to Device Manager, under view - turn on Show Hidden Devices
3. Under Non-Plug and Play Drivers in the tree below there will be a device called vsdatant. This device needs to be disabled and then reboot so that it unloads it completely. After I did this, I was able to do a scandisk on my PC at home.

Next meeting: 9:30am April 20 at COLN