

UHLS Technical Advisory Council Meeting

Nov 9, 2005

Present: Rawdon Cheng (UHLS, notes); Rob Carle (UHLS); Mike Whitney (EGRN); John Love (BETH); Joe Makoviec (BRUN); Joe Thornton(UHLS)

Updating Horizon Status

The group discussed the procedure of updating Horizon status after a library had reported slowness. When a library changed the status to slow, UHLS will check if it is a single site slowness or system-side slowness. If it is system-side, UHLS will update the status after corrective actions were made. Though if the slowness occurred at a single library, UHLS will initiate a contact to the library; however, there is no procedure that is responsible to update the status after library is back to normal.

Mike S would like UHLS to change the status since his library staff was not instructed to do so. Joe T thought it is better to have a comment box in the web form that records all communications between library and UHLS. Other libraries will see what has happened to a library and they are free to add comments. It will improve communications between libraries. John L though it was doable.

Client-side printing in Terminal Service (TS)

APL found a way to set up printing inside Horizon when TS is used. It is recommended NOT to use windows printing when set up receipt option inside Horizon. By printing to a local port, Horizon will remember that setting after logoff. Users can still set up large font size using LPT port. UHLS has tested this setting and confirmed it works. BETH will test it in multiple simultaneous login with multiple workstations and local printer.

John L has asked could the TS username and password be saved. If it could not, it would be better to change the password to the one they have been using. Asking circ staff to remember different passwords is a challenge. UHLS will be working on it.

Mike S asked about local applications running when used in conjunction with TS. Since TS runs all applications on server end, local application will be hidden behind the TS screen if it is running in full screen mode. He asked if it was possible to program a function key to minimize the active window. Other suggested using ALT-Tab would bring the active windows to other open apps. Programming a function key may pose potential problems since it may be used by other applications.

It is decided that local apps will be discussed later. UHLS wants to ensure that this concept works in the environment. Joe T stressed that using TS is optional to libraries.

Monitoring T1 libraries bandwidth usage

MRTG is an application that reads SNMP enable networking devices such as router, and higher end switches. It polls once every 5 minutes. UHLS has been using this tool to monitor T1 libraries bandwidth usage since June 2005. The result is written in a chart form that is viewable thru a web browser. Rawdon will email those library technical staff the URL of the chart. Those libraries can use it as a gauge what the usage is like. Should there be a repetitive abnormally, further action can be taken.

MySQL/PHP on UHLS webserver

As per APL request, UHLS has installed MySQL and PHP on the web server. Member libraries may use it if needed. Joe T cited that it is a service that UHLS will support as much as it can but if it is beyond the ability of the staff, the support will stop there. This is approved by the ASC.

Some members wants to create a calendar in its website which requires a database engine such as MySQL. UHLS has maintained a calendar in UHLS website using coldFusion.

Other issues

John L showed his script to count number of times its express Internet workstations were used based on the number of times the browser is open. That gives close enough figures how many patrons have used those workstations.

Netscape 8 has problem with RSS feed pages. It will crash the computer.

Next meeting: Dec 14 at BETH