

MONTHLY REPORT

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Subject: Monthly Activity Report - January 2013

- On Thursday, January 31st, we experienced an outage of our T1 leased line that has been our mainstay for inbound access to our website, calendar, email and ecommerce servers. From at least 9am until about 4:15pm, our patrons were unable to access any of these online resources. Access to the WLS catalog and any resources related to it (eBooks, Freegal, etc.) was unaffected. In order to maintain outbound connectivity to the internet and to the catalog server via WorkFlows, it was necessary to temporarily reconfigure our internal domain name server. Regarding the cause of the outage, it was reportedly due to a hardware failure at Verizon.
- The aforementioned outage was especially untimely given that the T1 has been slated for replacement by a high speed connection already in place at City Hall. It was initially planned that the migration from the T1 to this connection would have been completed prior to the end of January. In order to effect it, a relatively minor network reconfiguration must be made by the IS Department; at the same time, our internet service provider, Xand, must make corresponding changes in host and mail exchange records to point inbound access to the new connection. Unfortunately, the migration did not occur within the expected timeline, but will most likely occur sometime during the first half of February. I expect a short loss of connectivity during the actual transition—it's difficult to say, but my best guess is that it will be as little as 15 minutes but could be as long as an hour.
- The server on which our main fileserver is hosted experienced a hardware failure in which both of its network ports failed to respond. The server itself—its operating system and files—was operating normally; however, there was no way to access it through the network. Since the fileserver is actually a virtual machine (a VM that consists of three very large files) hosted on that system, I was able to set up another system to host the fileserver VM and restore access to it. In order to minimize downtime for the staff during that installation, access was reconfigured to point to our original fileserver which has been serving as a backup and had up-to-date files on it. There still remains an issue with the fileserver now that it is hosted in its new location: occasionally, an attempt to access files or directories results in an error but a retry is successful within seconds of receiving the error. Because of this, I have since begun installation of a fileserver that will not be a virtual machine and will use Linux rather than Netware as its operating system. I expect to fully transition to it by February 15.
- Regarding the new self-checks we are purchasing, much research has been done with respect to coin-bill acceptors (CBAs) and associated options. The self-checks as they were originally specified did not include accommodation of a CBA, but would only accept credit/debit card and PayPal payments. Sentry Technology advised that they can accommodate use of a CBA by writing a custom software interface for their self-checks at a one-time cost of \$1,500-\$2,000; however, the cost of new CBAs appears to be prohibitive at this time, being at least \$2,500 per CBA.