

# MONTHLY REPORT

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- The main router/firewall server for our network experienced a hard drive failure on Wednesday, May 7. At the time, the server was still running and routing network traffic, but services that relied on disk access (eg., logging and caching) were unable to run. An emergency installation of a replacement server was conducted after 9pm the following night. During that time—approximately an hour and a half—our website, calendar and mail servers were unavailable to the public. The hardware used as the replacement server is a PC-class system that was originally intended to act as a media server in The Edge. The original router/firewall was running Novell Netware and BorderManager; however, I opted to install a free open source router/firewall solution because Netware will be at end of life in 2015 and because the City plans on migrating away from Novell as its network platform. The configuration process was much more tedious and complicated (as is often the case with open source software), and as a result, the Library's network experienced intermittent performance problems for a couple of weeks until the new server was fully configured satisfactorily. Fortunately, the Library has multiple gateway connections to the internet, and I was able to re-route outbound access as needed while changes were being made.
- Web filtering for the CyberPool and The Edge was unavailable following the crash of our router, as the web filter server would no longer route outbound traffic following the replacement of the router. To restore filtering, the latest version of the web filter operating system software was installed on a temporary replacement computer.
- We have received nine new PCs from WLS. They complete the total number of 28 WLS-maintained PCs for which we have contracted. They will replace PCs primarily in use by Collection Management staff.