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Subject: Monthly Activity Report - July/August 2015

- On July 9, it was discovered that our wireless mobile print service was no longer working. In an effort to fix the problem, I expedited the migration/reinstallation of the LPT:One print management service to a different system; however, it failed to fix the problem. It was eventually determined that there was a corruption of our "printspot" portal hosted by the mobile print service provider, PrinterOn. After working with tech support from PrinterOn, EnvisionWare and the WLS Helpdesk, the wireless mobile print service was restored on Thursday, July 16.

- The CyberSpot computers have been upgraded from Windows XP to Windows 7. We also upgraded our session management software, PCReservation, as well as the system preservation software, Deep Freeze. The CyberPool computers were also upgraded to those latest versions, in addition to having some minor software problems fixed.

- The installation of an upgraded PCReservation Management Console has allowed us to install PCReservation on The Edge desktop PCs, iMacs, the gaming computer and two Mac Mini computers. An additional 10 licenses of Deep Freeze were also purchased to be applied to the 10 Media Lab training laptops.

- We increased the amount of memory on 11 of the older CyberSpot computers, from 2GB to 4GB RAM. This was done to alleviate performance issues with the more resource-intensive Windows 7 operating system.

- A decision was made to omit the Google Chrome browser from the new CyberSpot software configuration. The deciding factors that led to the decision included questionable privacy, its need to constantly update and network bandwidth issues. Patrons still have both Firefox and Internet Explorer to use as browsers.

- Two new wireless access points were installed for the public wireless network. They provide faster speeds and far better coverage than the access points previously in use.

- The Edge kiosk system had been overheating and crashing frequently. It was replaced with one of the old CyberPool computers.

- On August 18, one of our proxy servers crashed, preventing those in the CyberSpot from accessing the internet. This occurred while there was no on-site Systems coverage; however, I was able to gain remote access to the Library network and redirect internet access through another gateway.

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