

MONTHLY REPORT

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Subject: Monthly Activity Report - January 2019

- On January 8th we started to experience sporadic and various network problems on different systems. Server access, especially to our web server, was intermittent. It was discovered that someone assigned a static address on our network to their phone. The address happened to be that of our main gateway server, Elara, which handles access to the website (such a configuration can be expected to create chaos on a network). Once I discovered the hardware address of the rogue device (a ZTE phone) I added a block filter to our wireless network to resolve the problem. I also notified all staff about the blocked device, advising them to contact Systems Staff if someone reports an inability to access our wireless network.
- On January 31st, the aforementioned network problems returned, and it was quickly found that the same address conflict existed on the network, and from the same device as identified by its hardware address. Checking the block filter on our wireless network, I found that it was no longer there (which may have been due to a firmware upgrade to the wireless controller). I re-added the filter, and then took the additional steps of adding a static entry to each server's Address Resolution Protocol (ARP) table, an entry that equates a network address with a device's hardware address. The entry in effect causes each server to exclusively consider Elara's hardware address to be matched to its network address. These entries will have to be deleted if Elara is ever replaced or has its network card changed since its hardware address will then be different.
- In an effort to correct a problem with certain wireless access points sporadically losing their connection, I installed Power over Ethernet (PoE) injectors to provide sufficient power for the devices. Because these access points are equipped with a public address speaker, they require more power than the other access points. Following the deployment of the PoE injectors, none of these access points have disconnected. It has also had the added benefit of reliably playing the closing announcements through the system.
- We modified our website on January 30th so that we are no longer using subdomains for our child sites, but rather subdirectories. For example, the subdomain site of <https://foundation.whiteplainslibrary.org/> is now <https://whiteplainslibrary.org/foundation/>. Similarly, we now have <https://whiteplainslibrary.org/trove/>, <https://whiteplainslibrary.org/edge/>, and <https://whiteplainslibrary.org/espanol/> instead of <https://trove.whiteplainslibrary.org/>, <https://edge.whiteplainslibrary.org/> and <https://espanol.whiteplainslibrary.org/>. We added a rewrite rule to the website so that the original links still work; they will just automatically be rewritten to the new links in the browser address field.
- Spurred by a message from a patron, we discovered that many of our Blu-ray items were packaged incorrectly so that the graphic instructions to unlock the cases given at the selfchecks were incorrect. Those erroneously packaged Blu-ray disks have been repackaged correctly by Collection Management staff; however, during this process it was discovered that we have Blu-ray cases of varying sizes, some of which cannot be unlocked. Those cases will be labeled to instruct patrons to have staff unlock the case.
- The WLS subscription to Mango Languages expired as of December 31st, 2018. It has been removed from our [Resources](#) web page.